

Client Satisfaction Analysis Deliverables

Client Servicing Model Analysis

Direct Client Interaction

Service Satisfaction Survey

Age

"Concerns" comments section

"Delivery" factor evaluation

Skilled

Decisive

Attentive

Courteous

Informative

Responsive

Professional

Understandable

"Needs" comments section

"Not Providing" comments section

"Recommendations" comments section

6 Level rating scale

8 Specific "product" factor evaluations

Concise one page response sheet

Confidential and/or ID coded response

Easy "circle to fill in" form

Factor analysis at additional fee

Fax response capability

Internal or external distribution

Internal or external scoring capability

Internet response capability

Mail-in response capability

Phone response capability

"Service" factor evaluation

Timely

Quality

Proactive

Accessible

Cost effective

Comprehensive

What is needed

What was requested

Statistics-appropriate ratings

Additional and expanded
HR services are tailored
for specific client needs

PHRST
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Client Satisfaction Analysis



PHRST offers *a la carte* human
resource management through select
Professional Human Resource
Service Teams

est. 1984

Client Satisfaction Analysis

What Is Needed

Client perception of services received is critical. Organizations want and need feedback on their service offering's effectiveness and perceived value to clients. PHRST provides the tools, know-how, assistance and guidance to analyze and enhance client satisfaction.



State-of-the-Art

PHRST practitioners have extensive hands-on experience with client servicing as well as knowledge, skill and ability to analyze and enhance client satisfaction. Expertise is across industries, with all sizes and types of organizations and with national and international entities. We provide the planning, preparation, assistance, and know-how necessary to sample client satisfaction. We work closely with you to develop a program that is easy to understand, easy to manage and easy to refresh.



Knowledge, Skill & Ability

Our client satisfaction team is staffed by human resource specialists experiences in servicing clients and led by certified senior professionals in HR management. We combine a thorough understanding of practices, procedures and professional standards with technical expertise to deliver business-focused, relevant findings and interventions which you can easily understand and implement.

When, Where & For How Much

Project completion requires approximately 60 workdays. Populations of up to 400 respondents are evaluated, depending on client need. Professionals work from PHRST offices. The basic service fee is \$10,500, comprising a \$5,500 initiation fee and a \$5,000 final charge. Expenses are documented and billed at-cost to clients. At an additional fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via Internet.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.