

Outpost Customer Satisfaction Survey

Outpost Aberdeen is part of the worldwide professional support network by and for Shell employees and their families. If you are a new hire, returning to Aberdeen after an overseas assignment or planning your next assignment we provide non-contractual support and help with the transition.

As part of the quality assurance system, we need to ensure that the services we offer meet the needs of our clients so we now ask you to take a few minutes to complete this survey. Initial testing has shown that it takes well under 5 minutes to complete!

Please print it out and return it to us by Shell Internal mail: this is to ensure that your response remains anonymous. We would also like to invite your partner (where applicable) to complete their own survey, as many questions may be of more relevance to them. We would be grateful if you could assist us with this by forwarding or taking the survey home for them to complete their own copy. We assure you that the responses from this survey will only be used to create summary data; your views will not be fed back in any way that could identify you.

***Unless otherwise stated, please only tick one box per question.
Please return your completed survey by August 17th 2009. Thank you.***

1. Are you?

- A Shell Employee: or The Partner of a Shell Employee

2. What year did you arrive in Aberdeen?

Year _____

3. Did you consult Outpost while going through the process of selecting your new posting?

- Yes No

4. Who made the initial contact with Outpost?

- Outpost contacted us The Employee
 The Partner Have had no contact with Outpost

5. Did you receive a welcome email from Outpost Aberdeen prior to leaving your previous location?

- Yes No

6. Did the initial welcome email give you enough information to allow you to decide whether or not to use Outpost services?

- Yes No Does not apply

7. Did you find the information on the Outpost Aberdeen website useful?

- Yes No Did not view site

8. Were all enquiries you made responded to quickly?

- Yes No Did not make enquiries

9. Did the information Outpost provided assist you to efficiently plan your move?

- Yes No Does not apply

10. When you arrived, did you receive a welcome call from Outpost or an Outpost volunteer?

- Yes No

11. How did you receive the Outpost welcome pack?

- It was waiting in our hotel when we arrived.
 It was delivered to our hotel after we arrived.
 I collected it from the Outpost office.
 I have not received a pack.

12. How useful was the information in the pack?

- Not at all Moderately Very Not applicable

13. Did you attend the Settling in to Aberdeen course?

- Yes No

14. If yes, how useful did you find it?

- Not at all Moderately Very Did not attend

15. Did you attend the Settling in Further course?

- Yes No

16. If so, how useful did you find the Settling in Further course?

- Not at all Moderately Very
 Have not been here long enough to attend Will not attend

17. Were there any factors that made it difficult for you to attend these courses?

- No Yes – please explain

18. Have you attended the weekly Friday Coffee Morning?

- Not at all A few times only About once a month
 Most weeks Other – please explain

19. How useful do you find the quarterly e-newsletter?

- Very Moderately Not at all Do not receive it

20. How useful do you find the email updates from Outpost?

- Very Moderately Not at all Do not receive them

21. Have you visited the Outpost office?

- No Yes – what was your impression of our office?

22. If you have used Outpost individually, i.e. for career advice or general help with issues about living overseas, how useful was Outpost in helping or supporting you?

- Very Moderately Not at all Not applicable

23. If Outpost has made a positive difference to your experience here in Aberdeen please tell us how.

24. If you have been dissatisfied in any way, please tell us about it so that we can work on ways to improve our service.

25. General comments:

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Thank you for taking the time to answer these questions. We will use the information to improve our service to you.

***Please mail this back to us via Shell Internal Mail:
Outpost, The Lodge, Woodbank***