**Questionnaires for Customers**

The following questions deal with your opinion about Lloyds Bank UK. Read each questions carefully and indicate how much you agree, by marking **(x)** in the box as follows:

**(1-Strongly Disagree, 2-Disagree, 3- Average, 4- Agree & 5-Strongly Agree).**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S.N.** | **Questions** | **1** | **2** | **3** | **4** | **5** |
| 1. | Lloyds TSB has modern looking equipments. |  |  |  |  |  |
| 2. | The physical facilities (Shelves, counters, fridges, lights, computers) of Lloyds TSB are visually appealing. |  |  |  |  |  |
| 3. | The employees of Lloyds TSB has well dressed and neat appearing. |  |  |  |  |  |
| 4. | The physical environment of Lloyds TSB store is clean. |  |  |  |  |  |
| 5. | When Lloyds TSB stores promise to do something by a certain time, they should do so. |  |  |  |  |  |
| 6. | When you have a problem, Lloyds TSB’s employees show a sincere interest in solving it. |  |  |  |  |  |
| 7. | Lloyds TSB store performs the service right the first time. |  |  |  |  |  |
| 8. | They provide their services at the time they promise to do so. |  |  |  |  |  |
| 9. | Lloyds TSB store keeps there records accurately. |  |  |  |  |  |
| 10. | Employees of Lloyds TSB make information easily obtainable by the customers. |  |  |  |  |  |
| 11. | Employees of Lloyds TSB give prompt service to customers. |  |  |  |  |  |
| 12. | Employees of Lloyds TSB are always willing to help customers. |  |  |  |  |  |
| 13. | Employees in a Lloyds TSB store are never too busy to respond to customers’ request. |  |  |  |  |  |
| 14. | The behaviour of employees in Lloyds TSB stores instils confidence in customers. |  |  |  |  |  |
| 15. | You feel safe in your transactions with employees in Lloyds TSB stores. |  |  |  |  |  |
| 16. | The employees of Lloyds TSB are polite. |  |  |  |  |  |
| 17. | Employees of Lloyds TSB store have knowledge to answer your questions. |  |  |  |  |  |
| 18. | Lloyds TSB stores give you individual attention. |  |  |  |  |  |
| 19. | Their operating hours are convenient to all their customers. |  |  |  |  |  |
| 20. | Employees of Lloyds TSB give customers personal service. |  |  |  |  |  |
| 21. | They have their customers’ best interest at heart. |  |  |  |  |  |
| 22. | Employees of Lloyds TSB understand the specific needs of their customers. |  |  |  |  |  |

***Thank you for your cooperation***

# Questionnaires for Employees in Management Level

**Section – B [Business Performance Questionnaires]**

The following questions deal with your opinion about Lloyds Bank UK. Read each questions carefully and indicate how much you agree, by marking **(x)** in the box as follows:

**(1-Strongly Disagree, 2-Disagree, 3- Average, 4- Agree & 5-Strongly Agree).**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S.N.** | **Questions** | **1** | **2** | **3** | **4** | **5** |
| **Business Strategy and Direction** | | | | | | |
| 1. | Directors have a clear detailed vision where the company is heading. |  |  |  |  |  |
| 2. | The business plan is being used, tested, measured and up to date. |  |  |  |  |  |
| 3. | The company is going in the direction you intended from its inception. |  |  |  |  |  |
| 4. | The company has a clear mission statement. |  |  |  |  |  |
| **Sales and Marketing** | | | | | | |
| 5. | Turnover and profitability has increased in each of the last three years. |  |  |  |  |  |
| 6. | Sales team is responsible and accountable for regular sales forecasts. |  |  |  |  |  |
| 7. | Leads, conversions, transactions per client are continuously tracked. |  |  |  |  |  |
| 8. | Every member of our team understands our unique selling proposition. |  |  |  |  |  |
| **Team Effectiveness** | | | | | | |
| 9. | Every member of the team is operating at their full potential. |  |  |  |  |  |
| 10. | People are listened to and encouraged to speak up with suggestions. |  |  |  |  |  |
| 11. | Team sees change as positive and are always ready for a challenge. |  |  |  |  |  |
| 12. | Team members are accountable for their performance and every member enjoys their work. |  |  |  |  |  |
| **Financial Management** | | | | | | |
| 13. | The company has the cash flow to achieve its objectives. |  |  |  |  |  |
| 14. | The accounting department is properly staffed and operates efficiently. |  |  |  |  |  |
| 15. | Suppliers and Service Providers invoices are routinely paid on time. |  |  |  |  |  |
| 16. | The ratio of the company's total debt has decreased over the last year and profit will increase this year by no less than 10%. |  |  |  |  |  |
| **Systems & Processes** | | | | | | |
| 17. | Operations are fully documented and where possible, computerised. |  |  |  |  |  |
| 18. | Staff work is error free, nothing is redone or substandard. |  |  |  |  |  |
| 19. | Staffs are able to openly communicate obstacles to their production. |  |  |  |  |  |
| 20. | Staffs have the environment, resources, training to increase productivity. |  |  |  |  |  |

***Thank you for your cooperation***