

What satisfies my customers?

Customer Satisfaction (CSAT)

**Measuring the various experiential factors
driving loyalty to determine where you should
invest for financial gain**

Customer Satisfaction Metric (CSAT)

*Quantitative Research
Benchmarking for Offices, Office
Parks and Industrial Estates (B2C)*

Service overview

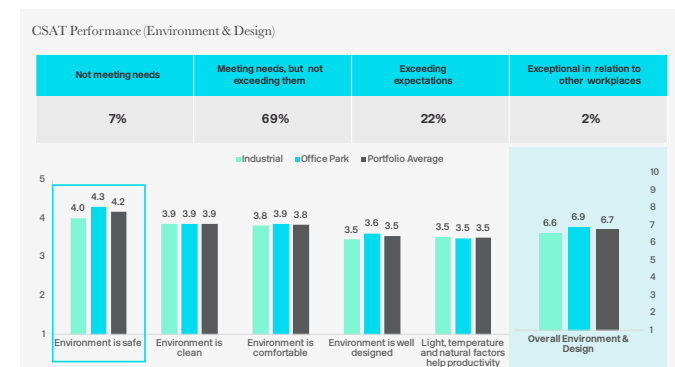
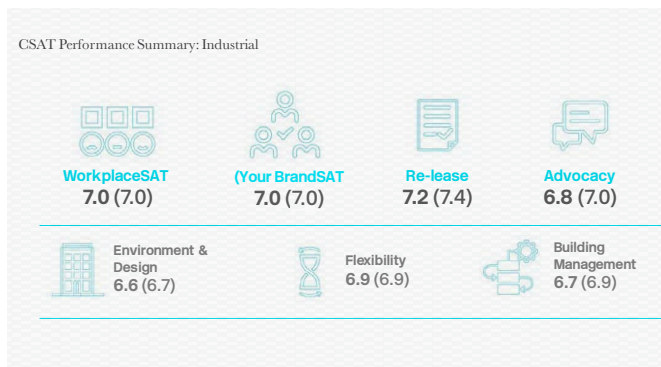
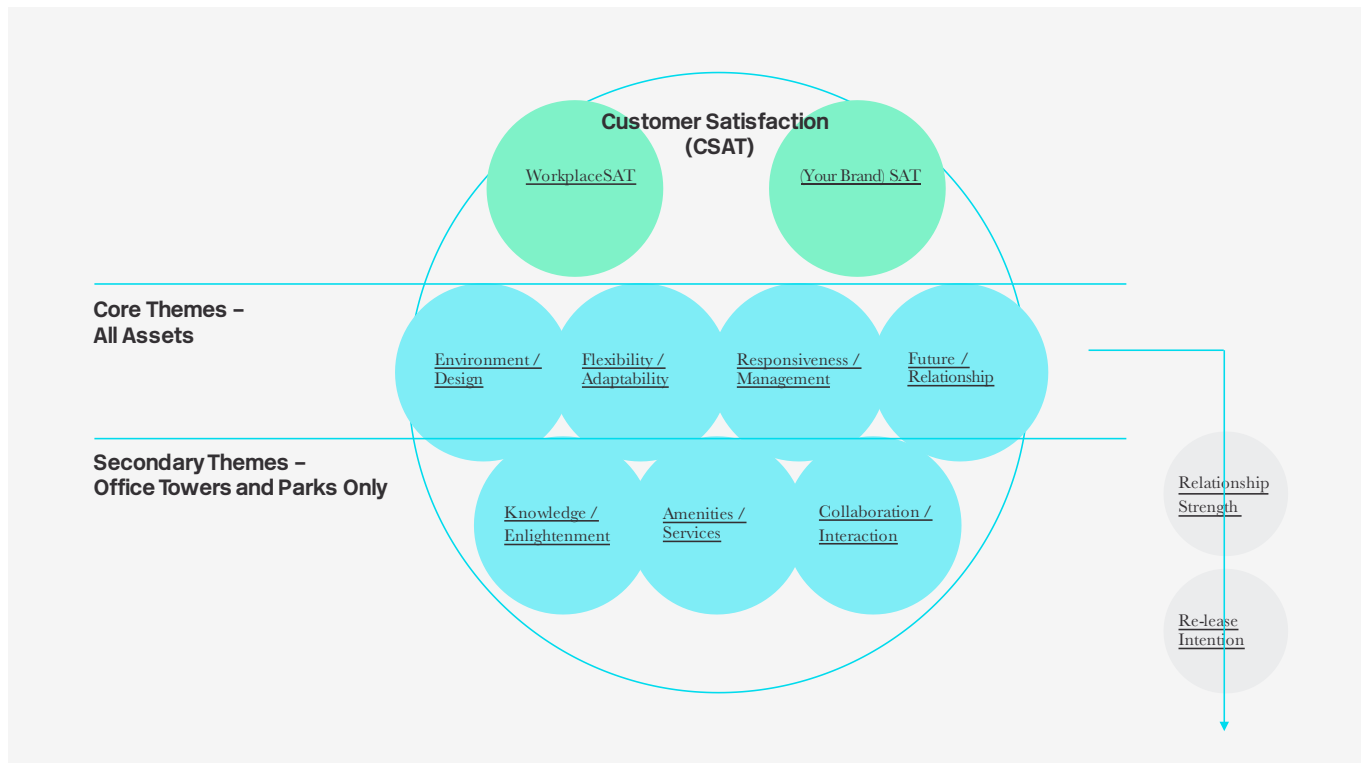
Quantitative research which measures the level of satisfaction of ‘decision-makers’ and occupants within office towers, office parks and industrial estates. Scores are provided under themes, e.g., Environment and Design, as well as with associated landlord values, e.g., transparency. The overall satisfaction scores include measures of overall workplace satisfaction, landlord satisfaction as well as re-lease likelihood.

Who

Landlords seeking to understand the satisfaction levels of their tenants and how best to make the relationships stronger.

Value

Builds loyalty and re-lease likelihood and over the long term ensures above-market returns.



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