

Hamer 'Voice of the Customer' phone survey

Frequently Asked Questions

1. What type of survey is Hamer conducting?
 - Net Promoter or Net Promoter Score (NPS)
2. How does the survey work?
 - Net Promoter or Net Promoter Score (NPS) is a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research
3. How will Hamer use this information?
 - By conducting this survey Hamer can see if it has improved its customer satisfaction over the last 24 months
 - To see what Hamer is doing well and what we could improve
4. Will my local Hamer contact see what I've said?
 - No. Your privacy and confidentiality is assured, only regional or territory summaries will be shown
5. Do I have to participate in the survey?
 - Not at all, we would be thankful for your time and appreciate any feedback but it is at your discretion

Privacy Statement

Participant's privacy and confidentiality is important and will be protected by the company completing the survey on the behalf of Hamer. Individual answers cannot be identified by person, business or branch. Hamer will only receive survey results identified by region or territory.

If you have any questions regarding the confidentiality or privacy of a survey respondent's participation, please email mdyer@hamer.co.nz