

NPS SUMMARY

MARCH 2016 – MAY 2018

ACCOMMODATION, CAFES & RESTAURANTS

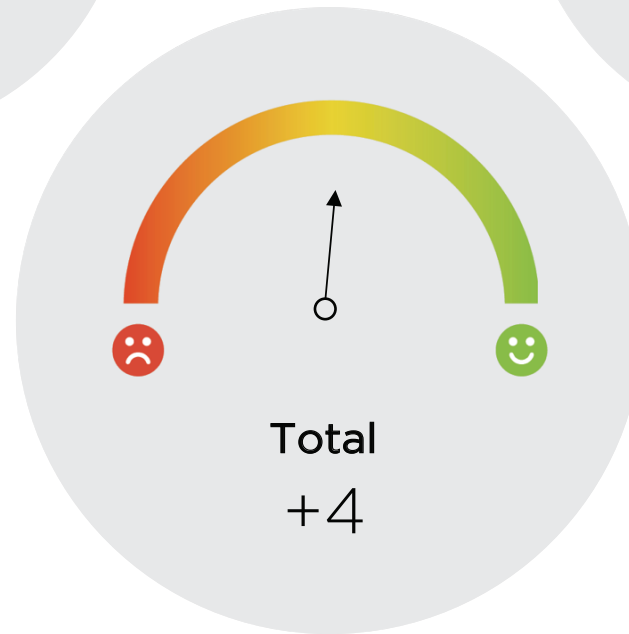


TOTAL* n=985
*Total survey responses for this industry

MEAN EXPECTATION 3.22

MEAN CUSTOMER EFFORT 6.46

NPS



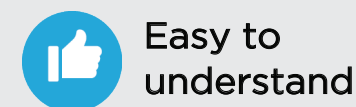
CUSTOMER SERVICE MEAN SCORES



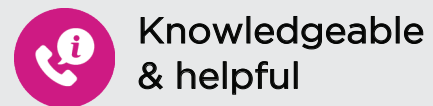
TOTAL	4.1
Injured Worker	4.0
Employer	4.2



TOTAL	3.4
Injured Worker	3.6
Employer	3.1



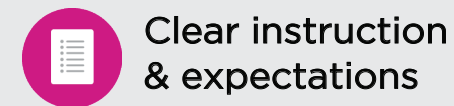
TOTAL	3.6
Injured Worker	3.7
Employer	3.4



TOTAL	3.8
Injured Worker	3.8



TOTAL	3.4
Injured Worker	3.4



TOTAL	3.5
Injured Worker	3.5



SURVEYS

Sent in last 12 months

Sent survey invitations	4,927
Responses received	514
Injured Workers	412
Employers	102



MARCS

MARCS	253
Most at risk customers, 0-4 score in NPS	
Injured Workers	192
Employers	44
Others	17