

Appendix A: Member Services Team – Presentation Feedback October 2017 to December 2017



Members feedback on the following areas

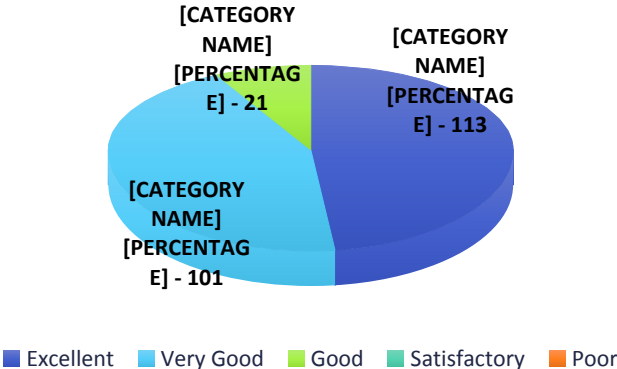
100% of Members confirmed presenter could answer all queries

100% of Members confirmed that they would recommend the presentation to a colleague

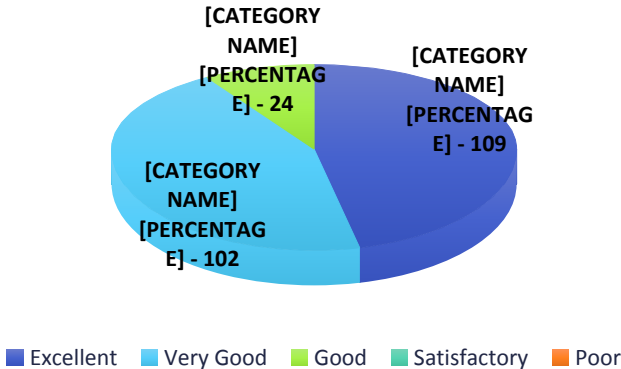
235 – Members surveyed between October and December 2017

100% of Members were satisfied or more with the service provided by the Member Services Team

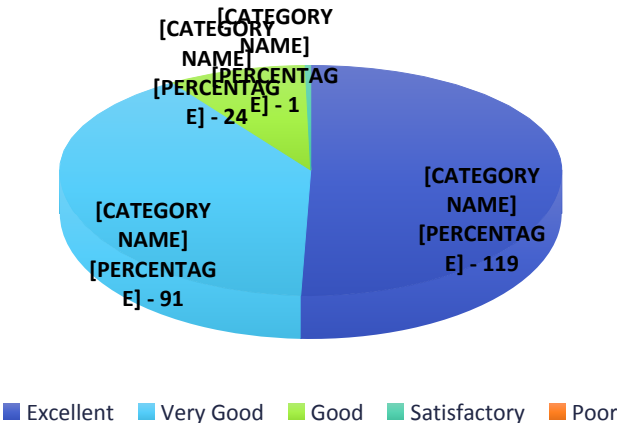
Style of Presenter/Approach



Structure and pace



Clarity of Delivery



Presentation Slides/Relevance

