

# Appendix 1: Member Services Team – Presentation Feedback



## Members feedback on the following areas

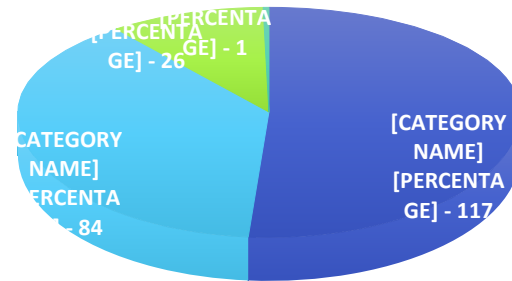
**100%** of Members confirmed presenter could answer all queries

**99.6%** of Members confirmed that they would recommend the presentation to a colleague

**228** – Members surveyed in January – March 2018

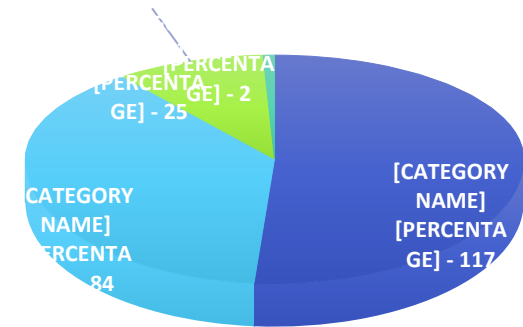
**100%** of Members were satisfied or more with the service provided by the Member Services Team

### Style of Presenter/Approach



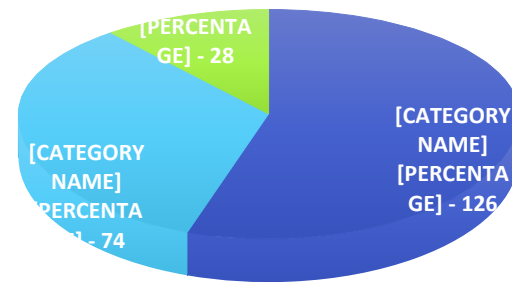
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Poor

### Structure and pace



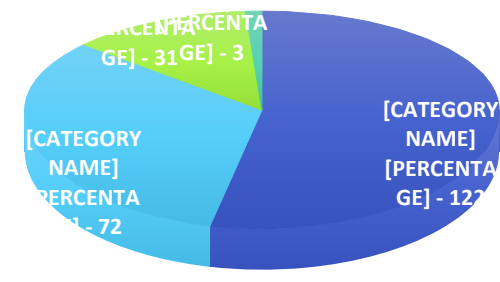
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Poor

### Clarity of Delivery



■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Poor

### Presentation Slides/Relevance



■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Poor