

## Sample Survey Scorecard Summary

Employee Results	Bob Smith	Bill Jones	Henry Cooper	Dispatcher/ Call Receiver	Tow Truck Equip	Bonus/Additional Questions
Total Cards Received	4	4	3	11	11	11
Total Points	135	165	85	240	210	140
Average Points Per Card	34	41	28	22	19	13
Maximum Points Per Card	50	50	50	30	30	20
Customer Satisfaction	68%	83%	57%	73%	64%	64%

## Sample Survey Card Details

Employee Name	Bob Smith	Bill Jones	Henry Cooper	Dispatcher/ Call Receiver	Tow Truck Equip	Bonus/Additional Questions	Total Points
Survey Card #1	35			25	15	20	95
Survey Card #2		40		25	25	10	100
Survey Card #3			30	15	30	15	90
Survey Card #4		50		30	30	20	130
Survey Card #5	45			25	20	15	105
Survey Card #6		45		25	5	0	75
Survey Card #7			20	10	25	5	60
Survey Card #8	15			10	20	15	60
Survey Card #9		30		25	15	10	80
Survey Card #10			35	30	10	10	85
Survey Card #11	40			20	15	20	95
<b>Total</b>	<b>135</b>	<b>165</b>	<b>85</b>	<b>240</b>	<b>210</b>	<b>140</b>	<b>975</b>

## Sample Company Overall Scoring Grid

<b>Company Results</b>	
<b>Total Cards Received</b>	<b>11</b>
<b>Total Points</b>	<b>975</b>
<b>Average Points Per Card</b>	<b>89</b>
<b>Maximum Points Per Card</b>	<b>130</b>
<b>Total Customer Satisfaction</b>	<b>68%</b>