



Olive Branch  
TELLER Experience

Teller customer experience survey

Employee: Hasina Grant-Haynes  
Transaction date: 05/31/2024  
Survey date: 06/05/2024  
Survey method: Online  
Perfect score? No  
WOW? No  
Index score: 87.5%

Contact requested? No  
Preferred contact: .  
Customer on record: [REDACTED]  
Email on record:  
Phone on record:  
Survey taker: [REDACTED]

**Overall Banking Relationship** **Answers**

How likely are you to recommend us to others? (1-"Not At All Likely" to 7-"Extremely likely") 1-Not At All Likely  
Rate us on being convenient and easy to bank with. (1-"Poor" to 7-"Excellent") 1-Poor

**Overall Service Delivery** **Answers**

How satisfied are you with the service you received? (1-"Not At All Satisfied" to 7-"Extremely Satisfied") 7-Extremely Satisfied  
Was the wait time acceptable to you? Yes

**Team Member Service Delivery** **Answers**

*Did the person who helped you...*

Greet you pleasantly? Yes  
Use your name? Yes  
Discuss other services or solutions that may benefit you? Don't Remember

*Please rate the person who helped you on the following...(1" Poor" to 7-"Excellent")*

Being genuinely interested in helping you. 7-Excellent  
Being knowledgeable 7-Excellent  
Making you feel they value your business 7-Excellent

**Mode of Transaction** **Answers**

How was your transaction conducted? At the drive-thru window

**What Prompted Your Visit?** **Answers**

What prompted your visit to the branch?  
Conduct a transaction on my account

**Anticipate** **Answers**

*In the next six months...*

What do you anticipate doing?  
Purchase a car or other vehicle  
Would you like someone to contact you about your upcoming need(s)? No

**What additional feedback would you like to give us?**

I have been a BankPlus member for a lengthy time now. I did so because the bank was located in a low traffic area but strongly because of its longer operating hours. I don't like the banking hours now the bank closes much too early. If the operating hours were M-Thurs closing at 4:30 and Fridays closing at 6 pm it would be much appreciated. It is so hard to bank with BankPlus now I am a full-time working person the current bank hours are terrible.

**Coaching Notes**

Comment Date	User	Message
--------------	------	---------

**Status/History**

Date	User	Action Taken
------	------	--------------

6/6/2024, 11:38:33 AM	LaylaArmistead	No action needed
-----------------------	----------------	------------------

**Index score:** Indexes are based on questions contained in the Overall Service Delivery and Team Member Service Delivery sections only where 1 point is received for every "Yes" answer or when a score of 6 or 7 is given. A total of 8 points are possible for this survey.

**Perfect Score:** A perfect score is achieved when all scores in the Overall Banking Relationship, Overall Service Delivery and Team Member Service Delivery sections are either a "Yes" or a rating of 6 or 7.

**WOW:** A WOW is achieved when a customer makes a positive comment about an employee by name.

**Action Alert:** An Action Alert is triggered when a customer 1) threatens to withdraw funds or leave the bank, 2) has an unresolved issue, 3) gives a satisfaction rating of 4 or lower, or 4) requests a contact.