



CLIENT SERVICE INDEX (CSI)

Client company name	LANDSDOWNE		Date of CSI	
Client rep name	CHARLENE NEL			
CSI completed by (name)	ANDILE THANGELANE	Designation	OPERATIONS MANAGER	
Client signature	LANDSDOWNE ESTATE MANAGER			
*Mtshoko Rep. name	NICHOLAS XHONGO	Designation	CHIEF EXECUTIVE OFFICER	
*Mtshoko Rep. based	<input type="checkbox"/> On-site <input type="checkbox"/> Off-site	Signature		
Frequently of CSI	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Other – specify:			
Client Payroll Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Other – specify:			



CSI MEASUREMENT AREAS	N/A	1	2	3	4	5	6	7	8	9	Your Comments: 1) What are we doing right ? 2) Where can we improve? 3) How can we improve (if applicable)?
1 Invoicing *Accuracy *Timeously delivery *Ease of use & or user - friendly										x	
2 PPE *Issued as per your signed Costing *Neatness and appearance										x	
3 Placement of *Assignee(s) *Per SLA *Quality of *Assgnees placed										x	
4 Replacement of Absent*Assignee(s) *Per SLA *Quality of*Assignee(s)placed										x	
5 Management of Labour Relations *IR(i.e.disciplining amongst others) *CCMA Case handling & outcomes											NA
6 Management of Queries *Timeously (Action and feedback) *Professionally										x	
7 Visibility and or availability of Management *For meeting, visit, amongst others *Contact via cell, landline or email										x	
8 Monthly Site Reports *Impact Dashboard(if applicable) *Other info,requirements,etc.											Only risk assessment done to date
9 OVERALL PERFORMANCE ON SITE										x	
		1	2	3	4	5	6	7	8	9	

Final-Overall Comments: Security officers are proactive and alert. Updates are sent regularly via security whatsapp group.

Actual Rating Points	
Potential Rating Points	
CSI% Achieved	

FOR MTSHOKO OFFICE ONLY

Corrective Action (if and where applicable)

To be actioned by	
Completed by (date)	2020/08/21