



ShopMobility UK

Customer Satisfaction Survey Tom Hillier Award nominations 2022

We are looking for a **2022** winner for the Tom Hillier award and it could be the Shopmobility Scheme that you use.

Tom Hillier was the founder of National Federation of Shopmobility (NFSUK). He died in January 1991 and his former colleagues wanted to keep his name alive through this Award. Grace Hillier his wife is 89 and delighted to be part of this award and the recognition and importance it represents. Sadly because of COVID the Tom Hillier Award did not take place in 2021.

Is Shopmobility in your area particularly helpful and effective? Has the Scheme provided a new service during the past year? If you have found that your visit to your Shopmobility was a pleasant and enjoyable experience, why not nominate your Scheme for the Tom Hillier Award?

We are looking for something special in our winning scheme. Just tell us how you feel and what makes your visit to your Shopmobility so exceptional.

It does not matter whether your Scheme is 20 years old or brand new; they still have the chance to win. The winning Scheme has the chance to collect their award at the Driving Mobility Conference Dinner and Presentation evening and be recognised for their efforts.

Your details will not be used for any purpose other than to verify the authenticity of your nomination.

Please complete the satisfaction survey below and hand it into your Scheme. Alternatively, you can post it directly Driving Mobility The Old Carriage Works, Moresk Road, Truro, TR1 1DG or go online and send in your nomination at www.shopmobilityuk.org by the 15th of May 2022.

NAME OF SHOPMOBILITY

	YES	NO	N/A
Is it easy to book?			
Is the Centre well presented?			
Is the service you receive to a good standard?			

	YES	NO	N/A
Are the staff knowledgeable?			
Are the staff helpful and courteous?			
Is the paperwork easy to fill out?			
Is there a good range of equipment ?			
Are the terms and conditions explained in detail?			
Do you use this ShopMobility scheme regularly?			

My visits to this Shopmobility stand out because: (please let us know what makes your Shopmobility stand out from the rest. Do the staff go above and beyond).

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All our schemes are friendly and helpful but what puts this one above the rest?

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Does this scheme help in the community, do you have a particular difficulty that they have helped you overcome so you can still use the service, or have they supported you in something outside of hiring mobility equipment? If you have a story that sets this ShopMobility apart from the rest, tell us here.

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Please give your Shopmobility a star rating between 1- 5, 5 Stars being highest rating.



Your name..... Signature

Your email..... Your address.....

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