

# Branch Employees Comments on the NPS

Particularly as managers are judged by regional managers as poor performers based solely on NPS, we are going to finish 6/6 with a NPS of 17 and come in as needs development.	ABM
We are often short staffed and sometimes our score will reflect on the time customers had to wait which is unfair. The score should reflect the service they received from that staff member.	ABM
We are often rate on things that are out of our control eg, Car Parks, staff shortages (no cover for sickies). Also customers say they like our service but still think a 7 or 8 is an ok score but in Westpac's eyes it's not a promoter	ABM
Customer perception is very different for every customer. It is an individual assesment of service received. On ringing most closed loop. Feedback they advise they frequently recommend Westpac and the branch but don't necessarily rate a 9 or 10. Generally 8+ advise they would recommend us	ABM
Customers surveyed per month = 5 - 10. Customers served per month = >5000. Not enough survey's per month to accurately reflect our service quality. Sometimes the customer is assessing another branch due to confusion with address, but it still shows up in our NPS score. We feel that no one cares if we want to dispute comments/score and have had a bad experience dealing with the company that runs the surveys.	Assistant Bank Manager
The nature of the question we are rated on is ambiguous. On most occasions customer comments/response is a rating of the bank not the individual service they received at this branch. The follow up questions often state the service is very good but it is the response of the initial question which is the measure taken on majority occasions. We have no control over bank decision/policy and in this the customer rates us on not the service they receive.	Assistant Bank Manager
In relation to NPS on branches, many branches have advantages over others. Such as: recently refurbished premises, and access to internet banking kiosks and parking. When the feedback from clients regularly highlight these facts and respond negatively, the staff are penalised by having no control and no way to fix it. It is not fair if a teller records exactly the same referrals and efficiency, yet is paid less due to low NPS caused by these issue.	Bank Manager
Rating of 9 or 10 is too high. Nothing wrong with a 7/8. All through our education we are advised that 8/10 is a credit/high distinction.	Bank Manager
Comments @other divisions within Westpac that they have not been happy with influencing the branch score. Comments about parking, the building, furniture which we have no influence over. The scoring system is unfair instead of 1-10 it should be scored over a broader amount of numbers 1-15. 1-5 is a demoter. 6-10 Neutral. 11-15 Promoter. The branch should be scored first then Westpac as a whole. I read so many verbatims that comment about the branch in the Westpac space and reverse the questions.	Bank Manager
Some customers surveyed don't understand the questions. Customers not asked about most recent experience at our branch.	Bank Manager
I believe it is unfair to regional branches to have higher NPS than retail. Regional customers expect better service than retail & mark harder. NPS should be across the board for both	Bank Manager
My branch has been closed on Saturdays - 3 detractors last 6 mths because of this closure, affecting our NPS. Also one with 2 people surveyed gave us 8s therefore "0" NPS. Survey samples to small. Some people never recommend banks - comments like really happy with the service & staff here and would give 8 - 9 but I never recommend banks so "0". Customers get confused with "Westpac" and the particular Branch. I have had customers say no happy with branch but actually they never come in	Bank Manager
Because cust can give a low score due to what the bank decides on rates and fees or because of things that us at the branch level can't do anything about which is unfair. Also it is too harsh as it doesn't see neutrals as good. 6 month rolling average is too long also.	BM
There have been many instances where the comments use words such as excellent services, fantastic and yet the score was low. The question should be changed to capture a truer picture and perhaps key words should be challenged to ask the customer if a low score were their intentions. Wbc places too much of an emphasis on the score when most times the comments are acceptable. The question needs to be changed and perhaps more than 1 question is asked.	BM
Regardless of the "actual" service experience, customers use the NPS calls to "vent" on declinals, fees and queue waits.....all of which are usually outside employees control, yet they "wear" the score. Many customers hate banks because of the profits they make. The media don't help with their bank bashing remarks and accordingly this is reflected in the NPS scores.	BM

Most Australians consider 8 to be fair score thinking if it is out of 10. 8 is a good score. Sometimes customers all called & they are encourage not to give a 10.	BSR
NPS score in most of the cases is beyond control of Branch staff. Example: customer have flexi loan which he want to change (consolidate) with his home loan. Not good equity. Also paying all his loans on line but since he is retired we cannot consolidate. Eventually customer is not happy. As per customer Bank is happy to lend money at 14.5% but cannot lend at 7% (H/C) even if customer is _____ equity.	BSR
I feel it is not a fair rating as I quite after see fantastic comments given yet their score given does not reflect so I feel the people doing the survey should help for example if they felt the customer comments sounded like a promoter but they scored a 5 the representative should explain a 5 isn't a good score and ask if they won't score again.	BSR
This measurement for the majority of staff is a branch measurement. If one staff member doesn't do the right thing for one customer - the whole branch may loose their bonus for this area. Also - with the scoring: 9 - 10 being great, 6 - 8 being neutral, 1 - 5 a fail. If all customers rate the experience as an 8 - you get a "0" rating. Yet our culture sees an 8 as a fairly high score.	BSR
8 should be promoter. Most customers use 5 as average. Low scores due to interest rates, no available parking and all other matters out of BRANCH control should be ignored. Our branch received a low score from a customer who was quite clearly talking about another branch. Have had low scores from customers called the day after their loan/credit card app declined.	BSR
Customers are not aware of what scoring is. Pass or fail we are not educated either. Customers rate the branch low our products and services which the staff don't have any control over. The purpose or objective is fair but not the way it gets reflected on its employees.	BSR
Because, generally customers don't like banks, too much negative publicity on the TV. Customers don't understand the survey and most time two customers are surveyed from thousands. Just not fair. Customers think that 8 is a good service but Westpac just want 9 & 10's. We are closed on Saturday, so custmers always complain on our nps. Not our fault.	BSR
As staff our bonus is reflected by NPS. We cannot control in branch every comment a customer makes. It is not the staff members fault the customer can't find the branch, could not find a car park, does not have authority on someone else's account. NPS should be judged on what a staff member can control ie, quality of service and effeciency. Also if a customer gives great comments a average number the discrepancy should be reflected. The "number" should NOT rule alone.	BSR
NPS comments and scoring are not a controllable target. No matter how many customers your branch edvocate they may have a bad esp at another branch but get the call to rate your branch. They rate Westpac	BSR
Why should individual bonus be affected by this. As staff numbers are totally our of our individual control. E.g., Thursday afternoon at our branch where normally 2 staff members are rostered on (incl BM/ABM etc) between 4-5pm, we had only 3: 2 tellers and 1 BSR with a queue of 20 people minimum @tellers, phones ringing & BSR busy with clients. Maybe NPS should only be on RGM & highers appraisals where they have the ability to make this changes.	BSR
When you get marked down because of park size or shopping centre construction, that becomes abit unfair as it's out of our control. We need to be marked on what happens within the branch not on what goes on outside or where the branch is located. The bank will not change it as it will keep people out of the bonus and pay increase so they can pay out less to staff but give themselves bigger increases. Where's Gail Kellys NPS?	BSR
Sample size too small and one detractor could impact significantly on the results. NPS score given not related to staff service. Eg., no car park, ask to do something which is not compliant.	BSR
Westpac is utilising NPS to rate the performance of service staff. This reflects directly on the bonus payments . Most of the staff did not receive bonus payments last half as a result of pool NPS. But customer comments are in relation to fees, interest rates, cleanliness of the branch, parking issues. Not one comment is on the staff service so how is it fair to cut the bonus even the staff rating 9s. 10/10	BSR
It impacts on everyone when it is sometimes completely out of there control eg Customer did not like the look of an old branch and said there was note enough space for private conversations, due to no offices and branch not renovated. In over 10 years Branch suffered a 6 on NPS. Customer loved the service as in comments.	BSR
It isn't objective. The questions asked for expample "how do you rate Westpac?" is very open when ultimately it will affect a specific branch and effect roles and salary. For an employee and team of employees to be affected by lack of parking is very unfair. Certain areas of NPS is outside an employees control. Nambour received a detractor from a customer who had had a bad experience in teh Mackay branch and because their last transaction was at Nambour we were penalised - very unfair.	BSR

NPS is said to give an indication received at our Branch. However comments seldom show problems in the branch. We have been rated low for many other reasons ie:length of the queue (this is not within our control), mortgage rates, service problems at another branch etc. Often comments appear to be directed at areas outside of our control. When argued, the response is "nothing we can do about it" The NPS results are not respected by staff. They are not relevant in many cases.	BSR
Most of our NPS rated on ? And it's not fair to judge us on that, and because of NPS rating our ? Get affected and our remuneration, customers mostly give Zero.	BSR
Employee performance = personal performance. NPS = group performance, customers perception of 1, employee but considered as perception of the whole branch. Crap performance should not affect personal contribute or performance. Does not sound fair.	BSR
I personally feel that the scoring system is unfair, people believe that 8 out of 10 is a good score and I personally would not give a 10 out of 10. Customers contacted are also confused as they think they are scoring Westpac not our individual Branch. A score of 8 out of 10 is rated as a neutral score. This is unfair.	BSR
Scores are based on statements that are often called "detractors" when they are positive towards the branch. Also statements about factors that we have no control over should not be counted eg., "there is no parking", or "it's raining". Customers have no idea what they are scoring and often say we are fantastic and then rate us '6' not realising the outcome of the score.	CSR
Detractors 0-6, 0-5. Passives 7-8, 6-7. Promoters, 9-10, 8-10. Number 8 consistently is good or great service. I believe the cardholders think this is a top score.	CSR
If you don't get 50 in NPS you can't get a bonus. It doesn't matter if you do really well in other areas you still can't get a bonus.	CSR
Not fair that we are short staffed and as a result we get complaints and a bad NPS score. Not fair that the score is shared - if I do a good job, but another staff doesn't, my socre is affected.	CSR1
We have been penalised for having more staff than stated in team builder. We have been penalised because customers had to walk too far to reach the bank inside a shopping centre. The comments or treatment at other branches affects our score. Introducing ourselves to every singel customer is fake and repetitive and rehearsed - some of the names are impossible to pronounce and customers do not really care who serves them as long as the transaction request is done right.	CSR1
The customer has to give a 9 or 11 for it to be effective if they give us 8 it's neutral and it doesn't count. But customers feel an 8 is a very good score.	CSR1
The rankings are unfair. Needing 9-10 to be positive score is unrealistic as most people do not give perfect scores when asked to do a survey. I know I don't. 1-7 negative. The score just is not balanced and customers negative responses are not always something the branches can control yet branches are crucified for them.	CSR1
The rating system is not clearly explained to customer therefore they think a rating of 7 or above is high and this is not the case. It is very hard to achieve a 9 or 10 as this indicates there is little or no room for improvement and everyone can always improve.	CSR1
It is unrealistic to ask customers to rate us 100% when in this day and age people are not in the mind set of rating anything, or anyone 10% for any service being it retail or going to the doctor. On average people will give 8/10 and think this is good. Lower the promotor score to 8/10.	CSR1
Our branch have all worked 200% effort. Short staffed every day, customers waiting up to 20 mins in queue, not enough staff to service on counter, effecting our NPS, so therefore, we do not receive our bonus, which is so unfair.	CSR1
Having to score 9 or 10 is weightless against us as most customers feel 7 or 8 is a good score. In the past we have been marked down for the following reasons: The Tellers are all quite old, its hard to go there because of the parking, the business banker never calls back, I hate the banks. Also customers are not told how the scoring works.	CSR1
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The questions are neither specific enough (eg relating to Westpac as a whole or the Branch in question) nor do I feel explained fully so the customer understands this difference. The survey itself is way to general and vague to be at all effective	CSR1
NPS does not give an accurate indicaiton of staff performance as staff cannot control all aspects of NPS. Eg our branch was given a low rating due to customers loan not being approved - something we had no way of changing/doning better. For things like this to impact on staff performance rateings and bonus schemes if unfair as this is not related to staff in customer service	CSR1
Why should I be judged 50% of appraisal on 8 customers per month. I thought the appraisal was based on my individual performance. The comments from NPS customers do not reflect scoring and why I am I judges on bank policies when NPS should be about customer service. Our customers find NPS calls a reason to "bag" the bank, not us. But we should be used to now. It has become almost impossible to pass our appraisals. My appraisal will be ND again.	CSR1
No parking for personal business. Customers score's given by customers is zero. This effects branch renumeration. Not fair.	CSR1
No parking . Score given by customer because of this is zero. Affects our yearly report and renumeration, not fair.	CSR1
We have an old branch we seem to fail because our store isn't as new as the refurbished ones. We are constantly marked down because we don't have internet bankingg or a greeter counter. Also the score card is unrealistic, if we don't receive a 10 its regard as a fail.	CSR1
No parking for customers bad spot score affects my renumeration.	CSR1
Being in a small town with two banks can make it difficult to reach our NPS score because the same people are being called with the same problems that no matter how hard we try we can't solve. This causes problems because we can get four promoters and then get one detractor and our score plumets. If the customer isn't happy no matter what we do and has been this way for as long as I've been employed (2 years) I don't see it as fair to continue calling them. The problems the customer has is protocol that Wbc must follow for security reasons. Therefore all the good comments are basically negated by this negative comment. I think they should be a new way to calculate NPS score that does not negate good customer advocacy because one customer isn' t happy especially when, we cannot change protocol because this customer doesn't like the security measures we have to keep their money and information secure.	CSR1/Teller
10/10 is an unreasonable and unachievable target. Our branch never achieves all perfect scores and our NPS is 62. No staff are on 200% for referrals either so none of us will be getting a bonus.	CSR1/Teller
If a customer desn't give a score of 9 or 10 it is a bad mark and most customers think 8 is a good score. A lot of reasons are beyond our control such as no parking available, not enough staff over lunch breaks, they just hate banks. They have to fill out deposit forms etc, customers get call at bad times in which they give bad scores	CSR1/Teller
I feel the scoring system us unfair as most people we talk to feel 8 is a good result. We have customers who say they never give 10/10 for anything on principal. When you look at the results the comments can be really good praising the service then give an 8/10 thinking that is good. In the past we have been scored low on things that are out of our control eg: had a loan declined in the past, that the branch looked old, did not like the chairs or even that we had too many older people as customers.	CSR1/Teller
The NPS is unfair as it takes in to account factors that we cannot control: eg - lay out of building, - car parking availability, - trading hours. All these types of comments should be disregarded.	Teller
Customers don't understand that NPS is a personal score on our teller service. If customers have any gripe with Wbc, they score us based on that. That score in turn affects our appraisal and that is what's not fair. Impacts on our job bonus etc.	Teller
* I had a customer contact me and tell me they were asked to do the NPS survey. They also stated they hadn't been into our branch in 3 years or lived in our town anymore. * Have been told they can contact home loan applicants which is unfair for tellers to be marked on as we have no contact with the customer.	Teller

Its unfair when customers are commenting on the hours the bank is opened for level of staff at the branch and the site of the branch. Comments should only be about the service the branch offered and rated accordingly. Appraisals are about you, too many outside factors affect it.	Teller
Scoring is not explained to customers when they are called. People believe they are giving a good score with an 8 for example, yet this score can have a dramatic effect on the total. Some feedback also shows that it's not made clear when they are asked to rate the service they received at the branch that they are rating the person - not the bank, the interest rates or the fact they can't find a carpark.	Teller
Customers rate us 7 or lower based on car parking(!) Customers are not informed of how the scoring system works. Questions asked are poorly formed and customers should be told they are rating us purely on service and other extraneous details outside our control should not influence that rating.	Teller
As we will miss cut in our bonus as nps was not met	Teller
It's not equal between country and metro. Outside issues influence comments and result e.g., interest rate rises. Results are not reflective of the actual service received e.g., OLD issues are always brining down score. Customer comments contradict score! e.g., Service is good, score 3.	Teller
As it is said to be of 'random' selection, the NPS in my/our opinion does not only not come close to reflect our customer interactions/satisfactions but to judge our bonus and abilities on the scores is completely unfair! One dissatisfied customer could have interacted with any employee, yet the punishment is widespread. I also strongly feel Tellers tend to get a very unfair amount of blame when it is supposedly a team effort.	Teller
I know my customer service skills are good and it is not fair that a persons bad customer skills are not good. I get punished or if we have been short staffed and customers have been waiting in the cue, not matter how much you try, they will not be happy.	Teller
Customers are not informed of scoring criteria. (ie: 1-6 detractor, 7-8 neutral, 9-10 promotor). Most customers think a 7 or 8 is good. Why are comments not looked at instead of scores - if comments are good for a detractor, mark up. How is scoring worked out? How can a score of minus 33 happen with 1 promotor, 2 neutrals & 1 detractor. Why are we marked down for things out of our control, ie: parking, business banker did not get back to them, don't like banks and even that the tellers are too old! Very unfair that our evaluation is marked on NF.	Teller
It it totally unfair to be judged and marked on issues outside of your own control	Teller
Some customers are extremely happy with our service, yet only score us a 7 or 8. Customers also include outside of branch experiences in their score. E.g., couldn't park, shopping centre too big, ATM took my card - then score us poorly.	Teller
Being judged by a telephone call is not fair. It is not explained properly to the customers as they always seem to think it's Wbc as a whole not the branch sometimes and also things out of our control like car parks, or they need to walk too far to the branch are determining factors.	Teller
The rating system is not clearly explained to customer therefore they think a rating of 7 or above is high and this is not the case. It is very hard to achieve a 9 or 10 as this indicates there is little or no room for improvement and everyone can always improve.	Teller
NPS does not reflect on the performance of an individual. It's reflecting on the branch or Wbc as a whole. When a customer were asked to give a score, they usually give it for the branch. A performance review should be reflecting on the individual not the branch or Wbc.	Teller
It's pathetic, we shouldn't have to tell the customers to give us a ten if they don't realise how it's calculated, then the person asking the question should tell them. It makes me not want to work for this company. I didn't take the job to tell people to give me a ten just to get a bonus. I don't need incentives to do my job, I give good service anyway.	Teller
Most companies when surveying clients give them an understanding of the score rundown: i.e., 1's likely, 2 is etc, etc. Our survey is unrealistic as we have 10 possible scores and only 2 reflect as good. We have also been told when NPS started that we were not to ask for 9's or 10's. We now do ask our customers in branches but I feel we are trying to give excellent service but then we keep them in the bank longer as we try to explain the NPS score. I think when the call is made, the scores should be explained.	Teller
Because our branch is responsible for an instore, our NPS score is then averaged with the instore. Our score is always above 60 but the instore is usually negative -33 - 50 -25, thus giving us a poor score. The main reasons that the instore gets negative scores is due to the fact that it's an in-store as per comments from surveyed customers. This is the banks decision not ours and therefore should not affect our performance rating especially as the staff there are not employed by the bank.	Teller

I don't feel that people who rung understand the questions. I don't feel the scoring is fair at all. When we are scored 8 they (Westpac) give us a 0 rate. Don't think surveying 2-3 people out of 1000 is fair to rate us	Teller
I feel how they rate us is wrong. Getting an 8 should be a good score not a bad one. Surveying 2 people out of 1000 does not give an accurate score level. I feel there are far too many surveys on staff in general	Teller
As we have no control of NPS we also have no control on how customers are feeling that day	Teller
Just saying people's names etc is repetitious "MacDonalds - do you want Fries as Well" & does not mean you are interacting and delighting customers. Too many influences outside staff control impact on time score eg, interest rates, wall of ATM in places etc	Teller
Definitely not fair. People are very worried about fraud and there are a lot of fraudulent phone calls so people do not want to answer random calls. Also people are unwilling to score 8, 9 & 10	Teller
Individually we have no control over the service that our peers give our customers, but we are measured on it. Our Branch is old and shabby and has no internet café - customers rated us on this which is unfair, because it is not in my control. We are the "training" branch and our customers complain about slow service & queues from our trainees. This is not my fault - I should not be rated on it.	Teller
I don't think it is fair because some customers never give 10/10 results even if they have received excellent service. They may have had a bad experience in the past and this also will affect their judgement even if they had excellent service, which should have received 10/10 result.	Teller
The NPS does not allow for when we are short staffed. We have no control over this. Also customer does not understand that anything less than 8, is actually a fail for us.	Teller
Customers are not made aware, that the score they give affects staff pay. They are told what score is a "pass". Most people assume that 7 is a good score. Customers tend to score low if they had to wait in a queue - rather than score the service received.	Teller
Parking - Bank does not provide parking for business and elderly customers. This affects our remuneration as well as scores given by customers is zero, not fair.	Teller
The NPS scores sometimes relate to things out of our control and also other branches negative comments are not filtered to give a correct score.	Teller
Customers are rating us on things we can't control ie no parking available and other departments ie MPC - slow in responding to enquires and generally if they have heard about other banks through the media fees etc they down grade all.	Teller
Reasons as no parking branch is in a bad location. Score given by our customers are ZERO.	Teller
No, very unfair as customers quite often rate us on "available parking" and trivial things beyond our control. Another unfair point is the 9 or 10 rating, normal people who are happy with service generally rate a person 7 or 8 and only 9 or 10 for excellent service. Re: sick leave and holiday leave - we should not be expected to keep our referrals up with days that are not even present.	Teller
Some things eg parking are out of our control	Teller
The scoring system is not understood by the customer, we have received fantastic comments but given a score that was considered 'neutral'. A fairer more flexible attitude is needed when it comes to appealing scores, we had a customer who insisted she never gave us a zero yet the score remained. Do we have no right of appeal?	Teller
In everyday life 9 out of 10 people would believe that giving a rating of 8 and above is exceptional service. A 5 is more of a neutral score because it's not bad but nothing about the service was memorable! Need to reevaluate how the scoring is done - if the people making the phone calls speak & understand English as per a case at our branch.	Teller
I would never give anyone 10/10 for a start and most people would consider 8/10 a very positive score, whereas it is considered neutral. Perceptions are also very subjective and we are often marked down for things out of our control eg the car park is messy. We also had an instance recently where the customer was very negative about the corporation but very happy with our service at Dapto. She misunderstood the question and gave a "0" by mistake.	Teller
Scoring system is wrong - an 8 is not a fail. Should not be tied in with salary increase or percentage	Teller

Small country branch - not many customers so it is the same customers that are being rung and comments like "staff changing all the time". We have not had new staff for the last 16 months!! Also dissatisfied customers that do not want to see or acknowledge the extra mile that you do for them but will complain about what you did not do!! Customers who do not like the procedures that we follow . Customers who feel that they can transact on accounts that need 2 signatures and with only their signature as they have a standing in the community! When we need 2 signatures to do the transaction - we are called incompetent and don't know what we are doing. **So how can we be rated on Wbc Policy and Procedure.	Teller A
Because if a customer is unhappy even after we have jumped through hoops, they can still give us zero. If they have to wait longer, the usual one day, even if we work our butts off, they can still give us below 9 which is a fail.	Teller A
Our branch received a "9" score from a customer which was credited to a branch in Qld, the managers were unable to get it back for our branch. This is probably happening a lot. We also get negative scores about our branch layout and things we can't control like waiting time. It's a staffing issue, we are told if we smile & nice to customers they will forget how long they wait.	CSR2
Score ratings are not acceptable. Customers are not aware that our ratings affect us individually and as a team most comments reflect circumstances out of our control and most average scores are not even counted through the Wbc scoring systems. Eg interest rate, mortgage centre, customer expectations, processes.	CSR2
If you get 7 or 8 out of 10 this does not count in your total score. 7 or 8 gives you 0 points towards score. What is so bad about an 8. Between 1 - 6 negative result. 7 & 8 no result. 9 & 10 positive result. Why can't 7 & 8 be half of 8 & 9 score.	CSR2
I don't believe it's fair that one staff member's bad service affects my NPS result therefore affecting my bonus at the end of the year and affecting my score. I don't believe the scoring is an effective way of judging the branch, therefore affecting my score!	CSR2
We are constantly rated on things we have no control over: loans declined, state of branch, lack of officers. Also customers give the branch a "10" and Wbc overall a "1". We get the "1" - not right.	CSR2
"NPS" is not fair to be used on employee performance ratings, as no one or nobody will give a score of 10/10 (most of them rate us of 8/10) and 8 is considered invalid as far as score is concerned. They should at least base the NPS on the remark of the customer regarding our customer service. Mind you, sometimes most of them would know which no. is best. We don't have control over it.	CSR2
Sometimes you cannot control wait times and queues. Simply do not have enough resources. Sample size they call is low.	CSR2
Because we are constantly short staffed with no relief, the staff do their best to service our customers and this affects the NPS eg., 2 tellers for the day, huge queues and when customers get surveyed, of course they won't be happy. NOT OUR FAULT:(	CSR2
WBC is utilising the NPS to rate performance of the service staff. This rating directly affects the bonus payments for individual staff members. Customers often respond with comments relating to the availability of parking; cleanliness of surrounding streets; general safety of suburb. Service staff performance may be 10/10 however negative comments relating to the issues mentioned can influence the NPS rating and thus the bonus payment to an individual staff member. How is this fair considering staff have no control over issues like parking availability?	CSR2
If you ask anybody if 8/10 is a good score they would say YES, but for us this is a neutral. Circumstances beyond our control is what gets us marked down. E.g., no car parks, homeless aboriginals, harassing customers, calling people whose loans decline.	CSR2
Most customers will only rate 8 if you are very good. 8 only being neutral. We only had two people surveyed, how can that be shown as fair.	CSR2
Our NPS scores from a branch channel is unfair. We always have detractors which is out of our control such as: there is not enough car parks, roadworks on the street, weather and somewhat internal issues - e.g., staffing levels. My team always displays and contributes to 10/10 service. NPS has become a negative issue within our team.	CSR2
9/10 scores are very rarely given even though service is good. Not rated on overall service that was provided. Things that are out of our control are not taken into account eg., staff resourcing which can cause large lines.	CSR2
It would be fair if the only thing they judged was the service in the branch. Personal service we are judged on Wbc as an overall. The premises, the queues, the outside of the branch are out of our control. We have had a time where customers thought they were talking about the Commonwealth Bank. Some of the customer names are hard to pronounce.	CSR2

We are at an extremely busy branch. We service lots of people. If one customer gives us a bad score, it brings down the whole NPS score. 8 out of 10 is a good score. It should not be a neutral. It should be a promoter.	CSR2
The rating system is not clearly explained to customer therefore they think a rating of 7 or above is high and this is not the case. It is very hard to achieve a 9 or 10 as this indicates there is little or no room for improvement and everyone can always improve.	CSR2
I've moved from a branch that received the highest NPS average to a really busy branch in a Shopping Centre. Who gets marked down in NPS because it is so busy. I treat customers exactly the same here as I did at my old branch but now will not get a bonus because customers here complain of things that are out of our control.	CSR2
Customers aren't focusing on my branch and it comes down to how the customer is feeling on the day. The survey is done over the phone and this has a stigma attached to it. One comment I heard in the branch was "there was very little parking available and I don't like paying for parking.	CSR2
Last NPS indicates bonus affected!! We give 300% to meet our targets and build Wbc reputations. It is not fair we should lose our bonus because of a telephone rating. There always seems to be some reason for us to miss out. We have worked short staffed leaving us to catch up after hours - never asked for overtime and never complain about the extra pressure.	CSR2
A lot of customer complaints are due to staff shortages - this comment is reflected in the NPS scores. Customers have to wait to be served and can not see CSR2's in a reasonable time to do simple tasks: e.g., collect a credit card. We have no control of staff FTE as the bank controls this. We should not have to be centralised for something that the bank controls.	CSR2
Because it's not a true outcome as everyone who does a survey never gives 10 out of 10. I think if someone gives 8 or more, it should count but it doesn't, it's a neutral. Is this fair? No Way	CSR2
Example - Low score re service - "because they didn't come into the branch, they just used the ATM". Example 1 - Low score - because "they couldn't turn right into Named Road and there was no parking" (Both customers weren't even served by us!!! Get Real!!	CSR2
No because the score is not on our customer service - it involves parking - the location of our branch, the people outside of the branch etc, so we have no control over this. The branch gets marked down - we have no control over sick leave and absent - no relief staff! Anti-social elements in our suburb have a big impact. Once again customer service - our relief pool is badly needing re vamping!!	CSR2
No Parking. Bad location. Feedback from customers affects our remuneration.	CSR2
Parking issues with the Branch. Our customer states that branch is in bad location and there is no parking available for young and elderly people. This affects our remuneration. Score given by customer is ZERO	CSR2
Due to eternal reasons for e.g. Customers complain about the choice of location and no parking. Score given by customers 0, this affects our total score and bonus at the end of the half?	CSR2
Scoring 8/10 should be excellent. Queue to be deleted as question.	CSR2
Personal performance is affected by the whole team. Eg: if one person in the branch scores a low nps score, it affects the whole branch. (whether this person be me or anyone else, it's not fair on the rest of the staff)	CSR2
Customers surveyed are not explained to how the scores affect us (staff) and most generally would give an 8 thinking that is great services, unfortunately anything other than a 9 or 10 out of 10 is a fail. Also unfair on bonus calculations as you could be an excellent salesperson and be 75% of sales target and one or two low scoring NPS means NO BONUS this is extremely unfair and I think a way that Westpac gets out of paying bonuses.	CSR2
Customer did not understand that it was a score for the Branch, she thought it was for Westpac so she gave a 0 as she was extremely upset with direct marketing. We appealed but to no avail. Customers think that 8 is a good score, when in fact the bank rates an 8 as a neutral.	CSR2
NPS I believe can be extremely unfair, due to being marked down for circumstances out of our control eg., staffing shortages, location, design as bonus payments are linked to this. People are being disadvantaged eg., achieve 6/6 buckets not NPS received \$375 bonus. Being in our suburb the majority of comments are about parking, druggies and poor design not service (which are good comments).	CSR2

<p>I work as greeter and I feel that my whole value as an employee is being undermined because our NPS score is not great, even though we mostly score 7's, 8's and 9's and 10's - they count 7 &amp; 8 as not being a good score. We are running short on the tellers. One which leads to quotes - the customers are waiting and as a greeter they (management) expect it to be my responsibility to keep customers happy when they have to wait. If I don't I get publicly humiliated at our team meetings because of this.</p>	Greeter
<p>It does not reflect our individual efforts. We are judged on random, uncontrollable, criteria such as "there isn't a bus stop outside", or "I hate all banks!" Also if I am surveyed about customer service, I would give a 7, 8 or maybe a 9 for very good or excellent service. To constantly have to get 9 or 10 to "pass" is not fair.</p>	Greeter/CSR1
<p>Not fair that one persons service or lack thereof affects me and my result for NPS. If another internal staff member lets us down, then we have a bad customer experience, then my score is effected. Customers think that an "8" is a great score - they don't know that it is not!!</p>	LBB
<p>In one instance the office manager was called who had their own personal experience with another branch. So we rate 0 and had nothing to do with us. The right people are not being called &amp; its really tough to be scored &amp; get a 10. I know myself, I would generally rate 7-8 its good. Not happy my branch results revolve around this.</p>	LBB
<p>I am a lending manager and was asked to go see a disgruntled Wbc client. Client subsequently rated me low 3/10 because he hated Wbc. I had no prior dealings with client! When I raised this with Regional Management, I was told to "cop it on the chin".</p>	Local Business Banker
<p>Recently I had a customer called re: NPS. He told caller that they were wasting their time as he does not participate in things like this. He was coerced into continuing and when asked to rate Wbc &amp; myself gave two 0's. He said again because I don't do this. One of my mgrs prior to this call spoke with this customer at a Wbc function and customer sung my praises. In this case NPS not a true reflection but will impact my score card.</p>	Local Business Banker
<p>Demotivating to the extreme - front line staff have to shoulder criticism for things outside of their control. Management need to look at verbatims not the score. Some people would never give 10/10 (that a scale that is not realistic) - think that St George have a fairer system. Unfair no right of appeal - sometimes hard to move score because of small sample size. WHO REALLY THINKS IT'S A GOOD SYSTEM? I knew a lot of managers don't like it.</p>	Local Business Banker