

## Section 1.2.3: Client Business Operations

Client Relations attended to, and managed 5 570 enquiries for the year ending 30 June 2017.

Category	Service	Q1	Q2	Q3	Q4	YTD	Percentage of Transactions
		Total Clients	Total Clients	Total Clients	Total Clients	Total Clients	
A	Follow-up enquiries	126	135	189	262	712	13%
B	New enquiries	1 128	898	1 281	1 108	4 415	79%
C	Open day	142	112	162	0	416	7.5%
D	Ward councillors	4	5	6	12	27	0.5%
<b>Total</b>		<b>1 400</b>	<b>1 150</b>	<b>1 638</b>	<b>1 382</b>	<b>5 570</b>	<b>100%</b>



Council Chamber