

# Acoustic health check questionnaire

This traffic light system is a simple way to determine whether users are experiencing acoustic problems within specific environments.

**Red** – not fit for purpose

**Amber** – needs improving

**Green** – fit for purpose



## In call centres

Is your call centre so noisy that call handlers can't hear properly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do your call handlers have to raise their voices to be heard?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can callers hear that they are talking to a call centre?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do your call handlers complain about the noise levels?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## In closed offices

Can you hear neighbouring conversations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you worried about confidentiality being compromised?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do interruptions affect your concentration?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you find it difficult to hear conversations clearly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>













## In open-plan office

Does your office get too noisy at times?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do people have to go elsewhere to concentrate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can people hear each other across the office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can people overhear private conversations from meeting rooms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can people in adjacent meeting rooms overhear each other?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>







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## In meeting rooms

Can people in adjacent meeting rooms hear each other?			
Can people outside meeting rooms overhear conversations from within?			
Do you find meeting rooms used by people who could be working at their desks?			
Do you find it difficult to hear people speaking at the other end of the room?			










## In client meeting suites

Can your clients hear people in adjacent meeting rooms?			
Are your clients worried about confidentiality being compromised?			










## In atriums

Does your atrium echo?			
Is your atrium too noisy so that people struggle to hear each other?			
Is your space too noisy or too quiet?			
Can one-to-one conversations be overheard by others?			
Does the cafe/breakout area in your atrium make too much noise?			
Do others overhear visitor's meetings?			

## In auditoriums

Can people understand clearly wherever they are seated?			
Does echo cause a reduction in speech and music quality?			
Does the presenter have to shout to make themselves heard?			



















## In private study areas

Are the areas conducive to concentration?			
Do you have to avoid using some areas due to neighbouring noise?			
Do conversations with contemporaries disturb other users?			













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## In reception areas

Can visitors hear your incoming calls to reception?			
Can your visitors hear conversations from nearby meeting rooms?			
Can your receptionist hear private conversation in nearby meeting rooms?			
Can people in adjacent meeting rooms overhear each other?			
Does your reception area feel too quiet?			
Do staff at reception struggle to comprehend visitors when they arrive?			
















## In training and lecture rooms

Do conversations from adjacent rooms interfere with your training room?			
Can neighbouring rooms hear your training sessions?			
Do people strain to understand the trainer at the back of the room?			
Do your trainers have to raise their voice to compete with other noise?			

## In hotels and hospitality

Does noise from outside bedrooms keep guests awake?			
Are the lounge areas too noisy?			
Can guests have one to one conversations in lounge areas?			
Can guests hold private phone calls without feeling listened to?			
Can guests concentrate in the business areas?			













## In showrooms

Does your showroom echo?			
Is your showroom pin-drop quiet?			
Does your showroom sound unfurnished?			
Can more than one party present at the same time?			
Can everyone hear clearly during large presentations?			













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## In video conferencing rooms

Are callers' conversations difficult to comprehend?			
Do listeners at the other end struggle to hear you clearly?			
Does the VC equipment pick up noise from outside the room?			
Are participants worried about confidentiality?			










## In restaurants and cafés

Is the environment too noisy to hear conversations clearly?			
Does the noise level get much louder as the area gets busier?			
Do you find you have to raise your voice to make yourself heard?			
Do visitors find it a pleasant relaxing environment and would they return?			




## In healthcare and consulting

Are your consultations confidential?			
Can you hear external noise from outside of the consultation room?			
Are clients confident that what they say cannot be overheard?			
Are patients disturbed during rest by extraneous noise?			
Can you hear distant activities from other areas?			

## In sport halls

Is there excessive echo in your hall?			
Are the noise levels too high during activities?			
Can you use your hall for other activities like assemblies and concerts?			

### How did you do?

-  **Mainly red** – Oh dear! There are significant improvements needed to make your acoustic environment fit for purpose – **CONTACT US NOW!**
-  **Mostly amber** – Not bad, but there are specific acoustic issues which need resolving that will improve your space and make for a better environment.
-  **All green** – Excellent, no action is required. Acoustically your space is in good shape.