CUSTOMER SATISFACTION EVALUATION FORM

CSEF

CUSTOMER DATA

Name of the ship: _____

IMO Number: _____

CONTACTS:
Captain's name: _____
E-Mail: _____
Phone: _____
Fax: _____

NATIONALITY

☐ American   ☐ French   ☐ Italian

☐ English   ☐ Australian   ☐ German

☐ Other _____

QUESTIONS

Totally dissatisfied — 🙁 — 🙂 — 😄 *Completely satisfied*

1 - How do you rate the kindness of our operators?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

2 - How do you rate the kindness of our carriers and drivers?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

3 - How much do you think that your request has been understood?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

4 - How much accurate was our search for the product/service required?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

5 - How much satisfied are you with delivery time?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

6 - How much satisfied are you with our product packaging?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

7 - How much satisfied are you with our deliveries on the whole? (place, time)
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

8 - How much satisfied are you with our service range?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

9 - How much satisfied are you with the quality of products supplied?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

10 - How much satisfied are you with the quality of the services provided?
If unhappy, why? _____
[1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

CUSTOMER ADVICE FOR IMPROVEMENT

_____
_____
_____

Name of the person interviewed _____

Form filled by ☐ Phone   ☐ Mail   ☐ Other _____
(specify)

Our operator: _____   Date: _____