



FIJI PORTS CORPORATION LIMITED

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CUSTOMER SATISFACTION SURVEY

You are important to us. Please help us serve you better by taking a few minutes to tell us about the service we provide you with. Your constructive criticism shall be a useful guide.

Date of completing the questionnaire __/__/20__

Firm/Organization :	
Address :	
Completed by:	
Position:	

1. Please select the degree of satisfaction for each of the following;

(1.Very Poor 2. Poor 3.Good 4. Satisfactory 5. Superior)

		1	2	3	4	5
1.1	Quality of our Customer Services					
1.2	Quality of our Operation					
1.3	Accuracy of our Services					
1.4	Timeliness/Efficiency of our Services					
1.5	Sufficient/ accurate information or data given					
1.6	Understanding your needs					
1.7	Responding to your needs					
1.8	Quality of Cooperation with our Staff					
1.9	Level of Professionalism					
1.10	Confidence in FPCL's ability to serve you					

2. Please indicate whether one of the followings have occurred during your cooperation with our company.

		YES	NO	Number of occurrences
2.1	Delay in services			
2.2	Errors in documentation/financial data			
2.3	Insufficient information provided			
2.4	Delayed response to your concerns			
2.5	Improper behavior by our staff			
2.6	Communication difficulties with the staff in charge			
2.7	Lack of information			
2.8	Other? (Please specify)			
2.9	In order to better evaluate the data, please mention certain events which annoyed you? Also feel free to go beyond the provided space if you wish to raise your concerns.			

Thank you for filling this form. We value your partnership!