



*We encourage you to complete this form and to drop it in our comment box
We regularly review the feedback submitted and will consider it as we seek to improve our services.*

DATE OF VISIT _____

Head Office Mandeville Montego Bay Ocho Rios Savanna-la-Mar

1. What services did you receive/use?

- Testing** **Inspection** **Purchase of Standard** **Other**
 Calibration **Training** **TIC/Library**
 Label Evaluation **Audit** **Technical Committee**

2. Please rate your ease of completing the transaction

- Excellent Good Fair Poor

3. How many staff members did you interact with to complete your transaction? _____

4. What are the names of our staff members that assisted you? _____

5. In relation to the **Services** you received, how would you rate:

Quality	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Speed	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Usefulness	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor

6. In relation to the **Staff Members** who served you, how would you rate:

Attitude	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Knowledge	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Professionalism	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor

7. In relation to the physical **Setting** in which you were served, how would you:

Convenience	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Attractiveness	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor
Comfort	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Poor

8. Overall which would you rate as the best aspect of your transaction?

- Services Staff Setting

9. Would you like to leave any other comments to help us serve you better?

We appreciate you taking the time to share your comments. Thank you.

If you would like to provide your contact details please do so.

Name: _____

Organization: _____

Address: _____

Tele: _____

Office

Mobile

Fax

Email _____

Please contact me:

- Yes No