

服务满意度调查表
CLIENT SATISFACTION SURVEY
QUESTIONNAIRE

Ver:2.0

致 (To) : _____

由 (Fr) : 江苏华夏检验股份有限公司

亲爱的客户 :

改善服务质量一直是我们的追求的目标。我们真诚地希望您拨冗几分钟参与完成此问卷调查。您的意见将作为我们今后改善服务质量的参考, 以期更符合您的要求。

谢谢!

我们得联系方式:

电话: 0512-5832 3268

传真: 0512-5832 3269

客服联系人:

Dear Clients:

We would be very grateful if you could take a few moment of your time to complete the questionnaire.

Your response is very important to us.

Your assistance will be of great help in our quality improvements to meet your business needs.

Yours sincerely,

Laboratory of Huaxia Surveying & Inspection Co., Ltd.

Our Contact No. is:

Tel: 0512-5832 3268

Fax: 0512-5832 3269

Customer Service:

1.电话礼仪	<input type="checkbox"/> 优良	<input type="checkbox"/> 良好	<input type="checkbox"/> 尚可	<input type="checkbox"/> 不满意
Telephone Manners	Excellent	Good	Fair	Dissatisfied

不满意原因 (Dissatisfied Comment):

2.检验/测试安排	<input type="checkbox"/> 优良	<input type="checkbox"/> 良好	<input type="checkbox"/> 尚可	<input type="checkbox"/> 不满意
Inspection/Testing Schedule	Excellent	Good	Fair	Dissatisfied

不满意原因 (Dissatisfied Comment):

3.问题及资料回复速度	<input type="checkbox"/> 优良	<input type="checkbox"/> 良好	<input type="checkbox"/> 尚可	<input type="checkbox"/> 不满意
Speed of Response Time	Excellent	Good	Fair	Dissatisfied

不满意原因 (Dissatisfied Comment):

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4.报告的准确性 ☐ 优良 ☐ 良好 ☐ 尚可 ☐ 不满意
Accuracy of Report Excellent Good Fair Dissatisfied
不满意原因 (Dissatisfied Comment):

5.报告的速度 ☐ 优良 ☐ 良好 ☐ 尚可 ☐ 不满意
Speed of Reporting Excellent Good Fair Dissatisfied
不满意原因 (Dissatisfied Comment):

6.业务人员的服务态度 ☐ 优良 ☐ 良好 ☐ 尚可 ☐ 不满意
Attitude of operation staff Excellent Good Fair Dissatisfied
不满意原因 (Dissatisfied Comment):

7.整体表现 ☐ 优良 ☐ 良好 ☐ 尚可 ☐ 不满意
Overall Performance Excellent Good Fair Dissatisfied
不满意原因 (Dissatisfied Comment):

总结 SUMMARY

1.您是否会再度使用华夏的服务?

Would you use huaxia services again?

☐ 是 Yes ☐ 否 No ☐ 会考虑 Would Consider

2.您是否会向同行推荐华夏的服务?

Would you recommend huaxia services to a business associate?

☐ 是 Yes ☐ 否 No ☐ 会考虑 Would Consider

3.您的其它意见:

Your Comments:

被访问客户签字 (Client Signature) : _____

日期 (Date) : _____