

Customer Satisfaction Survey

EGT-MKT-FM-04 Rev.00



Dear Customer,

On behalf of **EG TEK Fire and Safety Solutions**, we would like to thank you for giving us the opportunity to serve you. We would appreciate if you could complete the below questionnaire, in order for us to improve our services better.

Customer Name:	Al Huda Engineering Works W.L.L.
Address:	PB No. 17015, Salwa Road, Doha-Qatar

Performance			
1. Response to queries			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
2. Quality of work			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
3. Quality of Service			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
4. Clarity and completeness of our Quotations			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
5. Work completion as per your requirement			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
6. Are our submittals clear?			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
7. Attending to the Complaints			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
8. Do we communicate well?			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
9. Handing over process is executed accordingly			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
10. Commercial dealings?			
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
Suggestion for improvements			

Name EL SAYEG AMER
Designation Project Manager



Date 6/7/2020
Signature