

Customer Satisfaction Survey

EGT-MKT-FM-04 Rev.00



Dear Customer,

On behalf of **EG-TEK Group**, 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:	GALFAR AL MISNAD ENGINEERING & CONTRACTING W.L.L.
Address:	P.O. Box 22170, Doha Qatar

Performance			
1. Response to queries			
<input type="checkbox"/> Excellent	<input checked="" 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 type="checkbox"/> Excellent	<input checked="" 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 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 type="checkbox"/> Excellent	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
10. Commercial dealings?			
<input type="checkbox"/> Excellent	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Poor
Suggestion for improvements			

Name Vipin D. As.
Designation Sr. Engineer Electrical

Date 10/5/21
Signature [Signature]