

Customer Satisfaction Survey Form

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Rev – 01

Date: 14-12-2016

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Customer Name:
Date:

Sl. No	Survey Details	Very Satisfied	Satisfied	Average Satisfied	Dissatisfied	Very Dissatisfied
1	Quality of Executed Job (Material Testing & Soil Investigation)					
2	Punctuality in Services and Testing					
3	Management Commitment					
4	Technical Knowledge of our staff's					
5	Arrangement of Testing and Timely Feedback Received on Test & Services					
6	Site Staff Services					
7	Reporting of Tests Results					
8	Services after office working hours					
9	Response to any breakdowns at site					
10	General Attitude of staff					
11	Accounts Services					
12	Overall satisfaction					
13	How are Geotechnical Group Services Compared with those of other companies?					

Any other Suggestion for Improvement:
Customer Details:
Person Name: _____, **Position:** _____

Signature: _____ **Phone / Mobile:** _____

Thank You for Completing The Survey – Please Fax to 44436943 or Email: geotechnicalgroup@geotech.com.qa
Action by Geotechnical Group:
Action taken by:
Date: