

CUSTOMER SERVICE AND SATISFACTION SURVEY



Message from our Managing Director

Dear Value Customer;

We sincerely appreciate your continuous support in business. As we care about our services towards all our customers, we are using this opportunity to find out from your good self how we have performed in the past years.

We kindly request you to provide your responds to the below points:

We thank you for taking the time.

Yours faithfully,
Jack Lin
Managing Director

COMPANY DETAIL

SERVICE SATISFACTION

1. How satisfied are you with our Service?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Comments
Forwarding					
Trucking					
Warehousing					
Customs					
Any Suggestion					



PERSONNEL SATISFACTION

1. How satisfied are you with our Personnel?

	Yes, Satisfied	No Dissatisfied	Remarks
Are you satisfied with the responds from our Personnel			
Do they usually respond to you promptly?			
Are Responds provided to all (or at least most) of your enquiries			
Was everything explained and cleared to you?			
Did your contact in TGI follow your instruction for the arrangement required?			
Did your contact in TGI make the initiative to suggest or propose alternative or solution when encountering problems or difficulties?			
Any Suggestion?			

VALUE ADDED SERVICE SATISFACTION

1. How satisfied are you with our Value Added Service?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Comments
RMA Service					
Rework Service					
Any Suggestion					



MANAGEMENT SATISFACTION

1. How satisfied are you with our Management?

	Yes	No	No Comments
Did our management response to your questions and concerns? <ul style="list-style-type: none"> Are you satisfied? 			
Are they courteous and professional with you?			
Any Suggestion			

BILLING & INVOICE SATISFACTION

1. How satisfied are you with our Value Added Service?

	Yes	No	No Comments
Were the invoices issued correctly?			
Did our accounting colleague provide reminder?			
Did they contact you with courteous and good manner when dealing with your payment issues?			
Any Suggestion			

