**Customer satisfaction survey questions**

**We hope you are pleased with the service that you have already received from**

**VERITAS REGISTER OF SHIPPING LTD. It is our aim to provide the most helpful and comprehensive service possible. To help us, please would you complete this short questionnaire?**

**Organization/Company name………………………………………………………….**

**Date: …………………………………**

**On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of overall satisfaction with VERITAS REGISTER OF SHIPPING LTD. as a service supplier?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif |  |

**Why do you say that? What specifically are you satisfied or dissatisfied with VERITAS REGISTER OF SHIPPING LTD.? Enter response below…**

Record open-ended response.

**How likely are you to recommend to VERITAS REGISTER OF SHIPPING LTD. your business partners/other ship owners? Would you say the chances are …**

|  |  |
| --- | --- |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Excellent |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Very Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Fair  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Poor |
|  |  |

**How likely are you to repurchase services from VERITAS REGISTER OF SHIPPING LTD.? Would you say the chances are …**

|  |  |
| --- | --- |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Excellent |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Very Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Fair  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Poor |
|  |  |

**How would you rate the overall quality of your relationship with VERITAS REGISTER OF SHIPPING LTD., considering all of your experiences with them? Would you say it is …**

|  |  |
| --- | --- |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Excellent |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Very Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Good  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Fair  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | Poor |
|  |  |
|  |  |

**On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with VERITAS REGISTER OF SHIPPING LTD. in regards to customer service?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |  |
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**On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with VERITAS REGISTER OF SHIPPING LTD. in regards to price?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |  |
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**On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with VERITAS REGISTER OF SHIPPING LTD. in regards to value?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |  |
| http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif | http://www.polarismr.com/imagesweb/common/boxGreen.gif |  |

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.**

**Please return to VERITAS REGISTER OF SHIPPING LTD.** **HEADOFFICE@VRSCLASS.COM**

**YOUR COMMENTS WILL BE TREATED AS FULLY CONFIDENTIAL.**

|  |
| --- |
| **FOR OFFICE USE VERITAS REGISTER OF SHIPPING LTD.****Reviewed by……………………………………………………………Date…………………………………****Quality Manager.** |