



Speedway Cargo Pvt. Ltd.
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 E-mail: speedway@mos.com.np
 Website: www.speedwaycargo.com

CUSTOMERS'S SATISFACTION SURVEY - 2010

1. How did you know about Speedway Cargo?

[Friends] [Media Adverts] [Search Engines] [Others]

2. How long have you been working with us?

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3. Service Questionnaire (Please tick appropriate column)

Rate your Satisfaction with each of the followings.	Unsatisfactory [1]	Satisfactory [2]	Good [3]	Very Good [4]	Excellent [5]
OFFICE					
Office Location					
Office Work Environment					
STAFFS					
Courtesy					
Willingness to listen and respond to your need					
Quick Response					
Availability					
HANDLING					
Communication and Correspondence					
Efficiency in providing information					
Shipment Preparation					
Goods Pick Up					
Methods of Packing					
Documentation					
Shipment Information					
Fulfillment of Customer's Instruction					
Prompt Handling of Customer's Complaint					
ACCOUNTING					
Accurate billing and account keeping					
COMPETITIVENESS					
Handling Charge					
Air / Sea Freight Rates					
Various Choice of Carriers					
OTHERS					
Pick up / Drop off					
Hotel Booking					
Dinner Arrangements					
Ticket Reconfirmation					

4. Have you visited our official website? (www.speedwaycargo.com)

[YES] [NO]

If you have any suggestions please specify

5. Would you recommend us to a friend and closed one?

[YES]

[NO]

If No please specify why would you not recommend us?

6. What are your future expectations from Speedway Cargo Pvt. Ltd.?

7. Your valuable feedback / complaints / suggestion would help us to serve you better service.

Please provide us with the following information

		Communication Details	
Full Name		Telephone	
Company Name		Fax	
Designation		Email	
City		Website	
Country			

Signature

Date

|| THANK YOU FOR YOUR KIND CO-OPERATION AND VALUABLE COMMENTS ||