**Customer satisfaction survey questions**

**We hope you are pleased with the service that you have already received from MARITIME LLOYD. 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 Maritime Lloyd 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 Maritime Lloyd? Enter response below…**

Record open-ended response.

**How likely are you to recommend Maritime Lloyd to 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 Maritime Lloyd? 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 Maritime Lloyd, 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 Maritime Lloyd in regards to customer service?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |  |

**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 Maritime Lloyd in regards to price?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |  |

**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 Maritime Lloyd 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 Maritime Lloyd** **stat@geolloyd.com**

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

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| --- |
| **FOR MARITIME LLOYD OFFICE USE****Reviewed by……………………………………………………………Date…………………………………****Quality Manager.** |