



*Pasuguan ng Pilipinas*

*Embassy of the Philippines*

*Prague*

CLIENT FEEDBACK SURVEY

Please let us know how we have served you. Your comments and suggestions will help us serve you better.

Name: (optional) \_\_\_\_\_

Date: \_\_\_\_\_

What transaction did you have at the Embassy?

CONSIJLAR

- Passport Renewal
- New Passport
- Passport Release

- Notarial/Authentication
- Acknowledgement
- NBI Fingerprinting

- Visa
- Others, please specify : \_\_\_\_\_

TRADE & INVESTMENT

- Visit to the Embassy

- Telephone query
- Email

- Others, please specify: \_\_\_\_\_

TOURISM & CULTURE

- Visit to the Embassy

- Telephone query
- Email

- Others, please specify: \_\_\_\_\_

ADMINISTRATIVE

- Visit to the Embassy

- Telephone query
- Email

- Others, please specify: \_\_\_\_\_

What time did you arrive at the Embassy? \_\_\_\_\_

What time did you finish your transaction? \_\_\_\_\_

Name of official/staff who served you: \_\_\_\_\_

Please rate our services by checking the appropriate boxes:

	QUALITY OF SERVICE ( <i>Kalidad ng Serbisyo</i> )				
	Excellent	Satisfactory	Neutral or Average	Unsatisfactory	Poor
Courteousness or politeness ( <i>Pagiging-magalang</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness ( <i>Kabilisan ng serbisyo</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competence ( <i>Kaalaman sa gawain</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	FACILITIES ( <i>Pasilidad/Kapaligiran</i> )				
	Excellent	Satisfactory	Neutral or Average	Unsatisfactory	Poor
Comfort ( <i>Kaayusan</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness ( <i>Kalinisan</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficiency ( <i>Pagkakumpleto</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE USE THE BACK PAGE FOR COMMENTS OR SUGGESTIONS. PLEASE GIVE THIS FORM TO ANY MEMBER OF THE STAFF. THANK YOU.