 

**FORM CCC A CUSTOMER COMMENT CARD DATE:**

As part of efforts to offer excellent service to every individual that interacts with our Organisation, we are using this medium to get your views on the quality of services you have received.

Kindly help identify how we can improve our services.

1. How would you rate the quality of service received:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Shameful  |  | Poor  |  | Fair  |  | Acceptable  |  | Commendable  |  | Praiseworthy  |  |

2. how would you describe your service experience against the under listed qualities?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Undecided | Strongly Disagree | disagree |
| Timeliness |  |  |  |  |  |
| Professionalism |  |  |  |  |  |
| Staff Attitude |  |  |  |  |  |
| Service Delivery |  |  |  |  |  |
| Information Access |  |  |  |  |  |

3. What suggestions would you offer to us for future engagement strategies?

i.

ii.

iii.

4. What can be done differently?

Thank you for your cooperation.

NOTE: Forms are to be filled and sent as an email to servicom@nigcomsat.gov.ng