



**CUSTOMER FEEDBACK FORM**

**CS-FOR-02**

**Compiled by:** T.M. Kapaletswe

**Effective Date:** 01/10/2016

**Revision:**00

**Approved by:** Dr. M. Kebakile

**Review Date:** Nov. 2019

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**NATIONAL FOOD TECHNOLOGY RESEARCH CENTRE**

**CUSTOMER FEEDBACK FORM**

The National Food Technology Research Centre (NFTRC) is committed to providing quality service to all its customers. Your feedback is important to us and will help improve our service. Any personal information provided will be kept strictly confidential. Please return completed form to email: [feedback@naftec.org](mailto:feedback@naftec.org), postal address: Private Bag 008, Kanye, Botswana, fax: 5440713 or deliver to: Plot 1840, Mpuutsane Industrial Area, Kanye.

**Date NFTRC service was requested/used:**

**Today's date:**

**Customer details (optional)**

Name:

Organisation:

Contact details (Address/phone/email/fax):

**Service requested/used:** Laboratory Testing  Product Development  Training  Consultancy

Other (give details)  .....

**How did you find out about NFTRC services?** Website  Word-of mouth  Newspaper  Television  Tradeshow/Meeting

Other (give details)  .....

**Please indicate how you would rate the following:**

	<b>Initial Request</b>	<b>Exceeded Expectations</b>	<b>Met Expectations</b>	<b>Did Not Meet Expectations</b>	<b>Not Applicable</b>
NFTRC's turnaround time in dealing with your request.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the response received from NFTRC to your request.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of information about NFTRC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Pricing of the services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**After your initial request did you choose to use a NFTRC service?** Yes  No  (indicate reasons).....

**Please indicate how you would rate the following:**

<b>NFTRC Service</b>	<b>Exceeded Expectations</b>	<b>Met Expectations</b>	<b>Did Not Meet Expectations</b>	<b>Not Applicable</b>
NFTRC's turnaround time in providing the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity/usefulness of NFTRC reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of communications with NFTRC staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall customer service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please make suggestions to help NFTRC serve you better.** .....

**What NFTRC services will you require in future?** .....



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.....  
**List any services not currently offered by NFTRC that you would find beneficial?** .....

.....  
.....  
.....  
Thank you for your feedback.

**NFTRC**

A large, semi-transparent watermark of the NFTRC logo is centered on the page, featuring the stylized 'N', 'F', 'T', and 'R' with a circular arrow, and the letters 'NFTRC' in a bold, sans-serif font.