



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, 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:

Initial Request	Exceeded Expectations	Met Expectations	Did Not Meet Expectations	Not Applicable
NFTRC's turnaround time in dealing with your request.	<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"/>
Availability of information about NFTRC services	<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:

NFTRC Service	Exceeded Expectations	Met Expectations	Did Not Meet Expectations	Not Applicable
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.

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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?

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Thank you for your feedback.

NFTRC