

## 顧客意見調查表 Customer Survey Form

顧客名稱

Customer Name: \_\_\_\_\_

您的意見對於提高我們的服務質素非常重要。您只需少許時間來填寫本表格，然後轉交給我們便可。多謝！

Your advice is very important to us. In order to serve you better and improve our quality, please take a few minutes to fill the following form, and return to our office. Thanks very much!

傳真 Fax: 8294 4848, 電郵 E-mail: [mailbox@lecm.org.mo](mailto:mailbox@lecm.org.mo), 地址 Address: 澳門氹仔偉龍馬路 185 號, Av. Wai Long no° 185, Taipa, Macau

您最近一年曾接受過我們的服務嗎？ Did you  有，請繼續填寫本表 Yes,  沒有，填寫完畢，謝謝！ No, use any of our services in the last year? please fill the followings please do not fill the followings. Thank you!

請列出我們曾提供的服務種類（可多選） Please  檢測 Testing  諮詢 Consultation list out the service item we provided to you.

檢驗 Inspection 請註明 Please specify:

校準 Calibration \_\_\_\_\_

	非常好 Excellent	好 Exceeded Expectations	一般 Met Expectations	差 Below Expectations	非常差 Poor
1 我們整體的服務水平 Overall quality of the service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 工作申請 Work Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 解決您所提出的問題 Our response to your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 與我們公司職員的溝通 Communications with our staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 服務所需時間能否合乎您的需要 Time consuming for service (relating to your needs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 檢測報告/校準證書/檢驗報告或諮詢內容上 所敘述的資料 Information presented in our Test Report/Calibration certificate or Inspection report/Consultation content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 費用(如適用) Price(if applicable)	非常便宜 Very inexpensive <input type="checkbox"/>	便宜 Inexpensive <input type="checkbox"/>	合適 Reasonable <input type="checkbox"/>	昂貴 Expensive <input type="checkbox"/>	非常昂貴 Very expensive <input type="checkbox"/>

如果您在上述第一至第七項選擇是“差”或“非常差”的話，請說明原因：

If your answer was “Below Expectations” or “Poor” in any of the above questions (item 1 to 7), please state the reasons:

\_\_\_\_\_

對於我們的服務有什麼建議和期望 Any recommendation for improvement of our service:

\_\_\_\_\_

建議我們應增加的項目 Any suggestions for new items:

\_\_\_\_\_

填表人(隨意):

Survey completed by : \_\_\_\_\_  
(optional)

日期 Date: \_\_\_\_\_

很榮幸能有機會為您提供服務！

Thank you for the opportunity to serve you!

區秉光博士 Dr. Ao Peng Kong

澳門土木工程實驗室董事會主席

President of the LECM Board of Directors