F2 GLOBAL LOGISTICS	**F2 GLOBAL LOGISTICS CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE**	DOCUMENT NO:	FM-SS-11.21
		EFFECTIVE DATE:	
		REVISION NO:	0
		DEPARTMENT:	Quality Assurance

Dear Valued Client,

In order to evaluate F2 Logistics' performance and to further improve our company's services, we'll appreciate if you can spare us a few minutes of your time to answer the questions below and give us your valuable inputs. The coverage of your feedback on this questionnaire is for the whole year of service. Thank you.

Sincerely Yours,
Quality Assurance Department

CUSTOMER DETAILS: (Kindly fill up clearly)

Name: _____   **Company:** _____
Contact Number: _____   **Position:** _____
Email Address: _____   **Date:** _____

PART I Instruction: Please put check (✔) mark for the following questions.

1.) Which services do you use?

☐	Brokerage for Sea	☐ Brokerage for Air
☐	Sea Freight Import	☐ Air Freight Import
☐	Sea Freight Import with Brokerage	☐ Air Freight Import with Brokerage
☐	Sea Freight Export	☐ Air Freight Export
☐	Sea Freight Export with Brokerage	☐ Air Freight Export with Brokerage
☐	ISO Tank Services	

2.) Do you use other companies for the same services? If yes, please rate F2 Global Logistics in comparison to our competitor

☐ Yes
☐ No

Provide name of company (optional): _____

3.) During this pandemic, how would you rate F2 Logistics in terms of the ff:

	Superior	Fair	Poor	NA
Service				
Rate				
Relationship				

PART II - F2 Global Logistics' Features

	Rating (Put ✔ per statement)				
	Strongly Agree	Agree	Disagree	Strongly Disagree	Remarks
SALES AND CUSTOMER SERVICE					
1.) Employees are professional in appearance and in manner of					
2.) Employees accommodate and address concerns timely despite unforeseen events.					
3.) Employees are knowledgeable on product/service deliverables.					
4.) Employees show commitment beyond what is given through relationship building.					
OPERATIONS					
1.) Provides on time pick up based on the agreed time.					
For those who answered STRONGLY DISAGREE or DISAGREE in "on time pick up", Indicate origin / warehouse location and other transaction details					
2.) Provides on time delivery based on the agreed time.					
For those who answered STRONGLY DISAGREE or DISAGREE in "on time pick up", Indicate origin / warehouse location and other transaction details					
3.) Provides on time processing of Customs Clearance.					
4.) Trucks and manpower (checkers, drivers and helpers) are adequate, reliable and available.					
5.) Drivers, checkers and helpers carry themselves in a presentable manner and complies to health protocols.					
6.) Employees show commitment beyond what is given through prioritizing safety and security of cargo.					
FINANCE					
1.) Billings are accurate and provided on time.					

PART III - Response to the pandemic

1) Despite the pandemic, has F2 been able to serve your company on its commitment?
_____

2) What can F2 improve in terms of adapting to the new normal brought about by the pandemic?
_____

	Highly Recommend	Fairly Recommend	Do not Recommend
I recommend F2 services to my friends and colleagues.			

We welcome your valuable comments & suggestions: You may state if we have improved from your last evaluation on us or was your concerns raised on the previous satisfaction survey addressed and If you have any concerns regarding Booking, Pickup, Delivery, Response Time, Invoicing or Others, we encourage you to indicate your concern so we can look into it and make our services better for you and your company.

_____
_____
_____
_____
_____
_____

Pls. send the filled-up form to qualityassurance@f2logistics.com