

## 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。您只需用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 use any of our services in the last year?	<input type="checkbox"/> 有，請繼續填寫本表 Yes, please fill the followings	<input type="checkbox"/> 沒有，填寫完畢，謝謝！ No, 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 list out the service item we provided to you.	<input type="checkbox"/> 檢測 Testing	請註明 Please specify: _____
	<input type="checkbox"/> 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 工作申請表 Work Request form	<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 檢測/校準所需時間能否合乎您的需要 Time consuming for testing/calibration (relating to your needs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 檢測報告/校準證書上所敘述的資料 Information presented in our Test Report/Calibration certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 檢測/校準費用 Test/Calibration price	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:  
\_\_\_\_\_

建議我們應增加的檢測或校準項目 Any suggestions for new testing or calibration 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