



East African Portland  
Cement Co. Ltd

*Holding Life Together*

## CUSTOMER SATISFACTION FEEDBACK

### YOUR OPINION IS IMPORTANT TO US

Customer satisfaction is a measure of how products and services supplied by a company meet or surpass customer expectation. In EAPCC we believe that customer satisfaction is essentially important to our Company operations and it's our mission to provide Cement for infrastructural solution to the satisfaction of our stakeholders.

But to do this, we need to know when we are getting things right and when we are getting things wrong, therefore EAPCC would like to create a lasting satisfaction by finding out through this questioner if our customers are satisfied.

By teaming with us, you'll be able to help in creating uniquely effective protocols for improving customer service and also giving us your specific compliments and complains. If you would like to compliment a staff member in particular, or some aspects of our service in general then be sure we will pass your comments on

NAME----- DATE-----

COMPANY NAME----- CONTACTS-----

ADDRESS ----- E-MAIL ADDRESS-----

Please answer the following questions by marking the correct answer in the given box.

1) **How satisfied are you with the purchase you made?**

Very dissatisfied

Dissatisfied

Ok

Satisfied

Very satisfied

2) **Are you satisfied with the service you received?**



Yes

No

**If No then please explain why**-----  
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**What would you like us to do to put it right:**-----  
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**3) How satisfied are you with our Company overall?**

Very dissatisfied

Dissatisfied

Ok

Satisfied

Very satisfied

**4) When you called**

Were the phones picked immediately?

Were you kept on hold?

Were you kept on hold for a long time?

Assisted promptly

Transferred to the person required promptly

**5) Have you had any reason to complain about EAPCC services?**

Yes

No

**If Yes kindly state why**-----  
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**6) Were your complaints handled and resolved as required?**



Yes

No

**If no , please state the reference of your complaint?**-----

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**7) Is there any staff member in particular you would like to compliment?**

Name-----department-----

#### COMPLAINTS

**Details of your complaints**-----

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**What do you suggest we do?**-----

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#### COMPLIMENTS:

**Details of your compliments**-----

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#### SILENCE IS NOT GOLDEN

A customer's silence is not necessarily indicative of satisfaction. EAPCC cannot know if our customers are unsatisfied unless the customers inform us accordingly. Please if there is any recognition for a job well done then let us know and we will appreciate.

Unrecognized problems cannot be fixed and opportunities to develop and extend customer relationships are lost. Therefore it's important for our customers to let us know about them. This gives us the opportunity to put the matters right and to prevent possible future complaints or problems down the line.

*Thank you for providing us with this information.*

