



## CUSTOMER SATISFACION FORM

Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

### CUSTOMER SATISFACTION QUESTIONNAIRE

Dear Client,

As part of our ongoing evalatuion of the Customer Satisfaction, please complete the following questions. The informtion will be treated confidentially. Please be objective- all comments will be taken into account.

Organization Name : Burak Schiffahrts GmbH & Co. KG  
Vessel Name : RAPTOR  
Contact Name : Cpt. Hüseyin Arslan  
E-mail Address : info@burakgmbh.com  
Contact Tel : +491793251313 Date: 26.04.2024

Please score on a scale of 1-5, where 1="Not Good" and 5= "Very Good"

#### Delivery

1. How satisfied are you overall with the service you received?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

2. How satisfied are you with the speed in which the service/product was delivered?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

3. How satisfied are you with the quality of work carried out?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

4. How satisfied are you with the works carried out by the sub-contractor?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

5. How satisfied are you with the works carried out by the shipyard personnel?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

#### Communications

6. How satisfied are you with the ease of contacting the person you needed?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5



## CUSTOMER SATISFACION FORM

Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

7. How satisfied are you with the clarity of information or advice provided?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

8. How satisfied are you with the time taken to respond to telephone enquiries

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

9. How satisfied are you with your telephone enquiries dealt with?

☐ 1      ☐ 2      ☐ 3      ☒ 4      ☐ 5

10. How satisfied are you with the time taken to respond to written/postal enquiries?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

11. How easy was it to find information on the work program?

☐ 1      ☐ 2      ☐ 3      ☒ 4      ☐ 5

### Quality of Staff

12. How satisfied are you with the relevant knowledge of the staff you dealt directly with ?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

13. How satisfied are you with the courtesy of the staff?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

14. How satisfied are you with the helpfulness of the staff?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5

15. How satisfied are you that the staff showed interest in you as an individual/  
treated you as a valued customer?

☐ 1      ☐ 2      ☐ 3      ☐ 4      ☒ 5



## CUSTOMER SATISFACION FORM

Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

### Problem Solving

16. How satisfied are you with the way problems were resolved ?

☐ 1☐ 2☐ 3☐ 4☒ 5

17. Please use the space below for any further comments to your responses, or any suggestions on how we could improve our services. Also indicate sub-contractors which you think unsuccessful.

We highly appreciated your fully support in all enquiries and problems which we have suffered our self, we are glad to have worked with your

Cpt. Hüseyin Arslan  
Managing Director

Burak Schiffahrts  
GmbH & Co. KG  
Tel: +49 (461) 97979000 - Fax: +49 (461) 97979891  
Edmundstr. 65 24541 Flensburg Germany  
VAT DE-273 501 065



## CUSTOMER SATISFACION FORM

Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

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Organization Name : NISA SHIPPING  
Vessel Name : Breadbox SERVAC  
Contact Name : Cptomer Arslan  
E-mail Address : info@nisenizcilik.com  
Contact Tel : +905323830780 Date: 10.07.2023

Please score on a scale of 1-5, where 1="Not Good" and 5="Very Good"

#### Delivery

- How satisfied are you overall with the service you received?  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
- How satisfied are you with the speed in which the service/product was delivered?  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
- How satisfied are you with the quality of work carried out?  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
- How satisfied are you with the works carried out by the sub-contractor?  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
- How satisfied are you with the works carried out by the shipyard personnel?  
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Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

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Document No	SL-15
Page No	1/3
Revision No	0
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☐ 1☐ 2☐ 3☐ 4☒ 5

17. Please use the space below for any further comments to your responses, or any suggestions on how we could improve our services. Also indicate sub-contractors which you think unsuccessful.

Thanks for your perfect support during  
our Dry dock period, we had a professional  
approach from your, happy to work again

Cpt. Ömer Arslan  
O. Arslan



## CUSTOMER SATISFACION FORM

Document No	SL-15
Page No	1/3
Revision No	0
Revision Date	

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Organization Name : *SAVALAN Shipping.*  
Vessel Name : *LODESTAR WAY*  
Contact Name : *Capt. Eviska Eujenii*  
E-mail Address : *lodestar.way@gtship.com*  
Contact Tel :  
Date: *24.04.2024*

Please score on a scale of 1-5, where 1="Not Good" and 5="Very Good"

#### Delivery

- How satisfied are you overall with the service you received?  
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
- How satisfied are you with the speed in which the service/product was delivered?  
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Page No	1/3
Revision No	0
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copi

24.04.2024

