



Republic of the Philippines
 Department of the Interior and Local Government
BUREAU OF FIRE PROTECTION
NATIONAL HEADQUARTERS
 Agham Road, Sitio San Roque, Brgy. Bagong Pag-asa, Quezon City
 Telefax Number: (02) 426 – 0219 local 507
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CUSTOMER SATISFACTION SURVEY FORM

Date: _____

Dear Clients,

Please complete this evaluation form. Your feedback will help us improve our service.

I am a... (tick as applicable) M F Senior Citizen PWD

Survey Questions	EXCELLENT	GOOD	NEEDS IMPROVEMENT
FOR OFFICES AND STATIONS			
A) Cleanliness and orderliness of workplace you visited <i>(Kalinisan at kaayusan sa istasyon na binisita)</i>			
B) Timeliness of the response/service <i>(Agarang pagtugon sa serbisyo)</i>			
C) Courteousness and Accommodation of Staff <i>(Magalang na pagtanggap ng bawat empleyado)</i>			
D) Competency and ability of the staff that assisted you <i>(Kakayahan at abilidad ng empleyado na magbigay tulong sa mga kliyente)</i>			
FOR STATIONS ONLY			
E) Were you guided by the Citizen's Charter posted in the BFP station and are the procedures in securing Fire Safety Evaluation Clearance and Fire Safety Inspection Certificate being followed? <i>(Nagabayan ka ba ng Citizen's Charter na nakapaskil sa istasyon at nasunod ba ng maayos ang mga proseso sa pagkuha ng Fire Safety Evaluation Clearance at Fire Safety Inspection Certificate?)</i>			

Comments and Suggestions

Visitor's Printed Name/ ID No.

Name and Signature
of Person Visited

Office Visited

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