



TAITA TAVETA UNIVERSITY

P.O. Box 635 - 80300, Voi Kenya. Telephone: (020) -2437266
Transport Department

CUSTOMER SERVICE FEEDBACK

The transport department is committed to offering high quality services to all our customers.

Towards this end, please fill this form and place it in the suggestion box. This will help us to know if we are achieving the Stated goal or not. Information given in this form will be treated in strict confidence.

- a) Your gender Male Female
- b) Your age bracket (Years) Below 25 26-35 36-45 46-55 above 55
- c) Kindly share your relationship with the Taita Taveta University
 Staff Student Parent Supplier other (specify).....
1. In which office/section were you attended? Secretary's Desk Transport officer
 Ass. Transport officer Clerk Driver
2. How do you rate the quality of our service? Excellent Good Fair Poor
3. How does the office appear in terms of tidiness and cleanliness? Excellent Good Fair
 Poor
4. How do you rate our staff with regard to attitude, courtesy and professionalism?
 Excellent Good Fair Poor
5. Would you like us to contact you for follow up? Yes No
6. Please specify your complaint/compliment if any.

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7. (OPTIONAL)

Name:..... Signature:.....

Address:..... Telephone:..... Date:

