



SURVEY QUESTIONNAIRE FOR ORAL EXAMINATION PROCESS

*Tell Us What **You Think**, We Want to Hear From You **for Improvement Purposes***

Dear Seafarer

Our goal is to provide you with the best service possible. Please take your few minutes to complete the following seafarers’ service questionnaire by ticking appropriately. Your comments will enable us see how fair is our service to you in order to go for reliable and improved rate of our services.

Seafarers Oral Examination Survey	Poor	Fair	Average	Good	Excellent
1. Number of examiners					
2. Examination room environment					
3. Attitude of examiner					
4. Mode of asked questions					
5. Timely availability of Board of Examiner					
6. Knowledge, courteous and professionalism of a Board of Examiner(s)					
7. Overall, how would you rate the quality of the oral examination service?					
Open-Ended Questions:					
How could we improve our service					
Any other comments:					
.....					
.....					
Contact Information (Optional):					
Name:					
Telephone Mobile Number:					
Email:					

Seafarer’s Signature..... **Date**

Thank you for taking your time to complete our service survey questionnaire