

Customer Satisfaction Survey Report
(the first-half of 2019)
Contractor: UE «RubyStar»

Evaluation criterion	Rating (as per note)	Note
1. Quality of the performed transportations		
2. Timeliness of performance of works under contracts		
3. Efficiency and effectiveness of responding to your appeals and comments		

Note: The degree of customer satisfaction is evaluated on five-point system:

- 5 - 4 points: the customer is fully satisfied;
- 3 points: the customer is satisfied, but he had comments on the service that were promptly resolved;
- 3 points and below: the customer is not completely satisfied (there were comments for the elimination of which additional time is required).

Your comments and proposals:

_____ (_____)

«__» _____ 201__ г.