

## KNOC Yeosu Terminal Customer Satisfaction Survey

It is our aim to provide you the highest standard of service and we appreciate if you comment our performance by filling up of this form. Thank you for your cooperation.

Date	
Ship's Name	
Master's Name	

No.	Description	Excellent	Good	Fair	Poor
1	Pilotage				
2	Mooring Operations				
3	Terminal Operations				
4	Performance of Loading Master				
5	Performance of Cargo Liaison Officer				
6	General Impression of KNOC Terminal				
7	Performance of Cargo Surveyor				
8	Performance of Ship's Agency				
9	Will you recommend others to do business with this terminal?				
		Yes, I will do so.			
		Yes, I will do so, if someone ask.			
		No, I am not interested.			
10	Please provide any additional comments or suggestions to improve our service. (Write on back if necessary)				