**FOOD STORAGE & PREVENTION OF INFESTATION DIVISION**

**MINISTRY OF INDUSTRY, INVESTMENT & COMMERCE**

**QUALITY OF SERVICE EXTERNAL SURVEY FOR F.S.P.I.D. CUSTOMERS**

**This survey will take approximately five minutes to be completed. Do not write your name or the name of your organization on this form.**

**Please check the \*unit from which you received service during 20\_\_** *(year)*

1. Entomology Unit 5. Postharvest Technology Unit
2. Microbiology Unit 6. Rodent Biology and Control Unit
3. Pesticide Residue and Mycotoxin Unit 7. Training and Information Unit
4. Inspectorate and Disinfestation Unit

**\*** *If you received service from more than one unit, please fill out a separate form for each unit*

**What type of service(s) did you receive from the FSPID during 20\_\_***? Please check all that apply.*

## Inspection/sampling 4. Laboratory analyses/research

## Disinfestation (e.g. fumigation, spraying, rodent baiting) 5. Training/lecture

## Consultation 6. Participation in an exhibition

**Your location (Parish/Town):**

**Type of establishment**

1. Warehouse 4. Supermarket 7. Hotel
2. Processing plant 5. Wholesale 8. Bakery
3. Distributor 6. Restaurant 9. Other

**QUALITY SCALE**

**1 = Unacceptable 2 = Inadequate 3 = Satisfactory**

**4 = Very Good 5 = Excellent**

**In the table below, please insert a level from the quality scale above (i.e. from 1-5) that best fits your opinion of FSPID’s quality of service during the year 20--. Please feel free to make comments in the remarks section.**

|  |  |  |
| --- | --- | --- |
| **KEY SERVICES** | **SCALE OF 1-5** | **ANY REMARKS** |
| **1. Timeliness of response or processing of request** |  |  |
| **2. Level of courtesy, professionalism and respect displayed** |  |  |
| **3. General quality of customer service provided** |  |  |
| **4. Please share any other comments and/or tell us how we can serve you better**  **5. How likely are you to recommend the FSPID’s services to someone else?**  **Very likely Likely Unlikely Very unlikely** | | |

**We appreciate the time you spent in participating. Thank you for helping us to serve you better.**