

GULF LABORATORIES CO. W.L.L.

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DOHA - QATAR

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E-mail : gulflabs@mannai.com.qa**Customer Feedback Form**

In order to help us improve the quality of our services offered to our customers, and to achieve our stated Quality Policy, we kindly request that you spend a minute completing this form and returning it to us.

| | | | | | | |
|--|---|--|---|----------------|-------------|------------------|
| Name of Company | | | | | | |
| Project Title | | | | | | |
| Which services did Gulf Labs supply? | | <input type="checkbox"/> Chemical Testing | <input type="checkbox"/> Physical Testing | | | |
| | | <input type="checkbox"/> Oil Testing | <input type="checkbox"/> Food Testing | | | |
| | | <input type="checkbox"/> Drilling & Site Investigation | | | | |
| How did you hear about Gulf Labs | | <input type="checkbox"/> Qatar Business Directory | <input type="checkbox"/> By recommendation | | | |
| | | <input type="checkbox"/> Yellow Pages | <input type="checkbox"/> Previous project work | | | |
| | | <input type="checkbox"/> Newspaper advertisement | <input type="checkbox"/> Other (please specify) | | | |
| | | <input type="checkbox"/> Website | ----- | | | |
| How do you rate us on the following? (please tick as appropriate) | | Very Good | Good | Average | Poor | Very Poor |
| 1. | Telephone manner of our staff | | | | | |
| 2. | Speed of response to your enquiry | | | | | |
| 3. | Ability to fully meet your testing / investigation requirements | | | | | |
| 4. | Quality of reports submitted | | | | | |
| 5. | Meeting your delivery schedule / achieving your project deadlines | | | | | |
| 6. | Professionalism and attitude of our personnel | | | | | |
| 7. | How would you rate Gulf Labs Overall? | | | | | |
| Please feel free to include additional comments on our performance: | | | | | | |
| Would you consider using Gulf Labs on future projects? | | | | | | |
| Name: | | | | Position: | | |
| Signature: | | | | Date: | | |
| Contact No: | | | | Fax No: | | |

We thank you for your valuable time in completing the above details and we look forward to working with you on future projects.


Robert Vuurens
 General Manager

GL-G-F-00-013 R0 (16.02.2020)

PLEASE RETURN TO GULF LABS BY:
 Fax : +974 4460 7628
 E-mail : gulflabs@mannai.com.qa
 Or personally give to any Gulf Labs staff