

**UNIVERSITY OF NAIROBI
COLLEGE OF BIOLOGICAL AND PHYSICAL SCIENCES
SCHOOL OF PHYSICAL SCIENCES
CUSTOMER SERVICE FEEDBACK**

The Dean's Office, School of Physical Sciences (SPS) is committed to offering high quality services to all our esteemed customers. Towards this end, please fill this form and place it in the suggestion box. This will help us to know if we are achieving the stated goal or not.

Information given in this form will be treated in strict confidence.

1. **Your Gender**
Male Female
 2. **Your age bracket (years)**
Below 25 26-35 36-45 46-55 above 55
 3. **Kindly state your relationship with Dean's Office, SPS**
Staff Student Parent Others (specify)
 1. **A) In which Office or section were you attended?**
Dean's Office Snr Administrative Asst Computer Section
Registry Clerk
 - B) Who attended to you?**
Dean Secretary Senior Admin Assistant Senior Comp Tech
Ground flr Computer Technologist (Basement) Clerk
 - Others(specify)
 2. **How do you relatethe quality of our services?**
Excellent Good Fair Poor
 3. **How do you rate our staff with regard to attitude, courtesy and professionalism?**
Excellent Good Fair Poor
 4. **How long did it take you to be served?**
Fast Long very long
 5. **Would you like us to contact you for follow up?**
Excellent Good Fair Poor
- Please specify your complaint/compliment or suggestion on what to improve if any.

Name Signature
Address.....Telephone No.
Email Date

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