

**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 relate the 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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