



Customer Feedback Form



Thank you for choosing KenTrade as your Trade Facilitator. We are keen in monitoring the views of our customers. We value your feedback thus we kindly request you to complete this Questionnaire. We shall use the information we gather to highlight on areas where we are performing well, but also learn from our mistakes and improve on our services.

Customer Name (Optional).....Phone.....

Organization's Pin number.....

Email.....

Date:

1. How did you find out about KenTrade?

Internet/website Newspapers Social Media TV _____

Others _____

2. Was it easy finding us?

Yes No

➤ If not, how could we have it easier.....

.....
SECTION B: TYPE OF ENQUIRY

Please tick the type of issue/enquiry...

Pin activation Registration Training Consistently better

HR, Finance ICT Bond Permits application

IDF not in Simba Manifest Other _____

SECTION C: KINDLY RATE OUR SERVICES

	Excellent	Very Good	Good	Fair	Poor
Staff courtesy and attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability/Availability of KESWS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D: OVERALL

How would you rate the effectiveness of Kenya TradeNet in improving trade processes on a scale of 1 to 5 where 1 is “poor” and 5 is “Excellent”

Poor	Fair	Good	Very Good	Excellent
1	2	3	4	5

Why do you say so?

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Any Other Comments:

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Your G2B trading partner

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