

Customer Service Questionnaire

The City of Galway VEC is committed to providing a high standard of customer service and we would appreciate if you could take a few moments to complete this questionnaire and return it to us.

The standards of Customer Service for our VEC are outlined in our Customer Charter which is available at reception or on our website.

How did you hear about the Services of the City of Galway VEC?

Newspaper (name) _____

Referred from school (name) _____

Referred from other organisation (eg: FAS) _____

Referred from Adult Education Centre _____

Word of mouth _____ Radio _____ Leaflet _____

Other (please specify) _____

Please rate our service performance in the following areas:

	4=Very Good	3=Good	2=Fair	1=Unsatisfactory
Availability of assistance				
Quality of information delivered				
Quality of service delivered				
Were staff friendly and courteous?				
Was your query dealt with in a timely manner?				
Were the building and facilities clean and well maintained?				

How did you make contact with our VEC? Date: _____

Called to office _____

Letter _____

Telephone _____

Email _____

Other (please specify) _____

School/Centre/Department which provided the service to you:

Any further comments on the service you received or suggestions to improve our services are greatly appreciated:

Contact Information (optional)

Name: _____

Address: _____

Phone Number: _____ Email: _____

Thank you for taking the time to complete this questionnaire

Customer Service Rep - Joan Kilcommons:

Tel 091 549405, email: customer.service@cqvec.ie

City of Galway VEC, Island House, Cathedral Square, Galway

Tel: 091 549400 Fax: 091 562358 info@cqvec.ie, www.cqvec.ie

Ceistneoir Seirbhísí Custaiméirí

Tá VEC Chathair na Gaillimhe tiomanta do sheirbhís custaiméirí ardaighdeáin a chur ar fáil agus ba mhór againn dá dtógfa cúpla nóiméad chun an ceistneoir seo a chomhlánú agus a chur ar ais chugainn. Tá caighdeán Seirbhísí Custaiméirí ár gCoiste Gairmoideachais sracléirithe inár gCairt Chustaiméirí, atá ar fáil ag an bhfáiltiú nó ar ár suíomh gréasáin.

Cé mar a chuala tú faoi Sheirbhísí VEC Chathair na Gaillimhe?

Nuachtán (teideal) _____
 Treoraithe ón scoil (ainm na scoile) _____
 Treoraithe ag eagraíocht(aí) eile (e.g. FÁS) _____
 Treoraithe ag Ionad Aosoideachais _____
 De bhriathar béil _____ Raidió _____ Bileog Eolais _____
 Eile (sonraigh le do thoil) _____

Le do thoil, grádaigh ár bhfeidhmíocht seirbhíse sna réimsí seo a leanas:

	4= An-mhaith	3= Go maith	2= Réasúnta	1= Mishásúil
Fáil a bheith ar chúnamh				
Caighdeán an eolais a seachadadh				
Caighdeán na seirbhíse a seachadadh				
An raibh na baill foirne cairdiúil agus cúirtéiseach?				
Ar déileáladh le d'iaratas laistigh d'achar sásúil ama?				
An raibh an foirgneamh agus na saoráidí glan agus i ndea-chaoi?				

Cé mar a rinne tú teagmháil lenár gCoiste Gairmoideachais?

Dáta: _____
 Chuaigh chun na hoifige _____
 Litir _____
 Teileafón _____
 Ríomhphost _____
 Eile (sonraigh le do thoil) _____

An Scoil/Ionad/Rannóg a chuir an tseirbhís ar fáil duit:

Má tá aon bharúil eile agat faoin tseirbhís a fuair tú nó má tá moltaí agat a chuideodh linn ár gcuid seirbhísí a fheabhsú, ba mhór againn iad a fháil uait:

Eolas Teagmhála (más rogha leat)

Ainm: _____
 Seoladh: _____
 Uimhir Theileafóin: _____ Ríomhphost: _____

Go raibh maith agat as am a thógáil chun an fhoirm seo a chomhlánú.