



**Embassy of the Republic of the Philippines
Ottawa, Ontario, Canada**

Client Feedback Survey

Date:

Name:
(optional)

Contact details:
(phone/email)

What transaction/s did you have at the Embassy?

CONSULAR

- | | | |
|---|--|--|
| <input type="checkbox"/> Passport Renewal | <input type="checkbox"/> Notarial/Authentication | <input type="checkbox"/> Visa |
| <input type="checkbox"/> New Passport | <input type="checkbox"/> Dual Citizenship | <input type="checkbox"/> Others, specify |
| <input type="checkbox"/> Passport Release | <input type="checkbox"/> NBI Fingerprinting | |

TRADE & INVESTMENT

- | | | |
|--|--|--|
| <input type="checkbox"/> Business call | <input type="checkbox"/> Telephone query | <input type="checkbox"/> Email |
| | | <input type="checkbox"/> Others, specify |

TOURISM & CULTURE

- | | | |
|--|--|---|
| <input type="checkbox"/> Personal call/meeting | <input type="checkbox"/> Telephone query | <input type="checkbox"/> Special event, specify |
| | <input type="checkbox"/> Email | <input type="checkbox"/> Others, specify |

ADMINISTRATIVE SERVICES

- | | | |
|--|--|--|
| <input type="checkbox"/> Personal call/meeting | <input type="checkbox"/> Telephone query | <input type="checkbox"/> Email |
| | | <input type="checkbox"/> Others, specify |

What time did you arrive at the Embassy?

What time did you finish your transaction?

Name of official/staff who served you:

Please rate our services by checking the appropriate boxes:

Quality of Service (Kalidad ng serbisyo)	Excellent	Satisfactory	Neutral or Average	Unsatisfactory	Poor
Courtesy or politeness (Magalang)					
Promptness (Mabilis)					
Competence (Kaalaman sa gawain)					

FACILITIES (Pasilidad/Kapaligiran)	Excellent	Satisfactory	Neutral or Average	Unsatisfactory	Poor
Comfort (Kaayusan)					
Cleanliness (Kalinisan)					
Sufficiency (Pagkakumpleto)					

Other comments/suggestions	
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PLEASE DROP IN THE BOX LOCATED IN THE PUBLIC AREA OR EMAIL TO embassyofphilippines@rogers.com.