



SOKONGAN
 PENGURUSAN PELANGGAN
 PUSAT KEBUDAYAAN DAN KESENIAN
 SULTAN SALAHUDDIN ABDUL AZIZ SHAH (PKKSSAAS)

Art and Culture Centre, Sultan Salahuddin Abdul Aziz Shah (PKKSSAAS) responsible completely in administration and management for Great Hall known as *Dewan Besar*, Experimental Hall known as *Panggung Percubaan* and services in Cultural and Arts Activities.

We truly appreciate your time in order to fill in our feedback form. Any feedback and information given will keep it confidential as for our future reference in order to appraise our services.

Thank you

SECTION A : CUSTOMER INFORMATION

1.	CUSTOMER CATEGORY	:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	UPM STUDENT UPM STAF PUBLIC OTHERS (PLEASE STATE) _____
2.	GENDER	:	<input type="checkbox"/> <input type="checkbox"/>	MALE FEMALE
3.	AGE	:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	BELOW THAN 20 YEARS 20 – 30 YEARS 31 – 40 YEARS MORE THAN 40 YEARS
4.	NATIONALITY	:	<input type="checkbox"/> <input type="checkbox"/>	MALAYSIAN OTHERS (PLEASE STATE) _____

SECTION B : APPLICATION FOR GREAT HALL, EXPERIMENTAL HALL AND SERVICES IN CULTURAL AND ARTS GROUP RESERVATION AND FACILITIES PROVIDED.

INSTRUCTION: PLEASE TICK (✓) LEVEL OF SATISFACTION FOR OUR SERVICES AND FACILITIES PROVIDED

5	Strongly Agreed
4	Agreed
3	Not Sure
2	Disagree
1	Strongly Disagree

	DESCRIPTIONS	SCALE				
		1	2	3	4	5
1.	Application for Reservation Form Easy To Retrieve					
2.	Application for Reservation Form Easy To Fill In					
3.	Procedure OfReservation Easy to Understand					
4.	Procedure ofApplication for Reservation Fast and Easy					
5.	Terms and Conditions Apply for Application Easy to Understand					
6.	Terms and Conditions Apply for Using Service and Facilities Great Hall and Experimental Hall is Clear and Easy to Understand					

SECTION C : SERVICES / FACILITIES PROVIDED (GREAT HALL OR EXPERIMENTAL HALL)

INSTRUCTION: PLEASE TICK (✓)

HALL CATEGORY:

<input type="checkbox"/>	GREAT HALL
<input type="checkbox"/>	EXPERIMENTAL HALL
<input type="checkbox"/>	FOYER GREAT HALL

INSTRUCTION: PLEASE TICK (✓) LEVEL OF SATISFACTION FOR OUR SERVICES AND FACILITIES PROVIDED

5	Very Satisfied
4	Satisfied
3	Average
2	Dissatisfied
1	Very Dissatisfied

	DESCRIPTIONS	SCALE				
		1	2	3	4	5
1.	Hall Arrangement in neat, clean, and tidy					
2.	All the tools and equipment provided (chair/table/rostrum and etc.) in good condition					
3.	Air conditioner (air-cond) and lamps is well functioning.					
4.	Hall Environment very conducive and comfortable to use.					
5.	Hall Management very well and systematic					
6.	All audio and technical accessories provided is well functioning.					

SECTION D : LEVEL OF CUSTOMER SERVICE OFFICER

INSTRUCTION : PLEASE TICK (✓) LEVEL OF SATISFACTION OF SERVICE PROVIDED

5	Very Satisfied
4	Satisfied
3	Average
2	Dissatisfied
1	Very Dissatisfied

	DESCRIPTIONS	SCALE				
		1	2	3	4	5
1.	Service (Customer Service Officer) Generous and Friendly					
2.	Service (Technical Officer) Generous and Friendly					
3.	Officer competent and knowledgeable					
4.	Officer is responsive giving information and feedback and immediate action taken when required.					
5.	Officer is giving cooperation and assistance when needed.					
6.	Officer is reasonable in giving assistance without discrimination.					
7.	Officer is always ready when needed.					

SECTION E : PHYSICAL FACILITIES/OTHERS INFRASTRUCTURE

INSTRUCTION : PLEASE TICK (✓) LEVEL OF SATISFACTION OF SERVICE PROVIDED

5	Very Satisfied
4	Satisfied
3	Average
2	Dissatisfied
1	Very Dissatisfied

	descriptions	SCALE				
		1	2	3	4	5
1.	Holding room is neat and tidy					
2.	Signage / Signboard is clear					
3.	Prayer Room (Surau) clean, neat and conducive					
4.	Washroom / Toilet clean and conducive					
5.	Disabled facilities is conducive and good					
6.	Emergency Response Team (ERT) Information Boards clear and strategic places					

SECTION F : FEEDBACK AND COMMENT FOR IMPROVEMENT

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