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

1.	CUSTOMERCATEGORY	:	UPM STUDENT UPM STAF PUBLIC OTHERS (PLEASE STATE)
2.	GENDER	:	MALE FEMALE
3.	AGE	:	BELOW THAN 20 YEARS 20 – 30 YEARS 31 – 40 YEARS MORE THAN 40 YEARS
4.	NATIONALITY	:	MALAYSIAN OTHERS (PLEASE STATE)

#### SECTION A : CUSTOMER INFORMATION

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

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

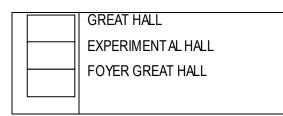
5	Strongly Agreed
4	Agreed
3	NotSure
2	Disagree
1	Strongly Disagree

	DESCRIPTIONS		SCALE						
			2	3	4	5			
1.	Application for Reservation Form Easy To Retrieve								
2.	Application for Reservation Form Easy To Fill In								
3.	Procedure Of Reservation Easy to Understand								
4.	Procedure of Application 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 EXPERIMENTALL HALL)

**INSTRUCTION**: PLEASE TICK (✓)

HALL CATEGORY:



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

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

	DESCRIPTIONS	SCALE						
	DEGORITIONS		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						
			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.								
F									
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.								

#### SECTIONE : PHYSICAL FACILITIES/OTHERSINFRASTRUCTURE

**INSTRUCTION**: PLEASE TICK (✓) LEVEL OF SAT ISFACTION OF SERVICE PROVIDED

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

	descriptions	SCALE						
	uescriptions		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.	EmergencyResponse Team (ERT) Information Boards clear and strategic places							

### SECTION F: FEEDBACK AND COMMENT FOR IMPROVEMENT