

CUSTOMER VERBAL FEEDBACK FORM

Feedback Ref. No.

Date/Time			
Customer's Name*			
Address*			
E-mail Address*		Telephone*	

*optional

Received by & Date		Signature	
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Feedback : Complaint ☐ Suggestion ☐ Compliment ☐

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For Corporate Communications Division / Unit Use

Action (s) to be taken:

CCRF REF NO :

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Note: This form should be filled by staff & completed when you receive any verbal feedback (maklumbalas lisan).

CUSTOMER VERBAL FEEDBACK FORM

Guidelines:-

- When our valued customer (user) has something to complaint/comment, suggest to him/her to fill in the Customer Feedback Form.
- If he/she hesitated or refused to fill any form, listen to what he/she has to say. If he/she is willing to give name, contact number and/or address, write it down so that the Management can get back to them on the matter.
- Do not panic, stay calm and give an explanation (if you feel confident about what you have to say) or suggest to him/her to see the Officer-on-Duty.
- Tell them that their complaint/comment will be brought to the Management's attention and we will look into rectifying/improving the matter. Thank him/her.
- And.....*SMILE ☺* (even if it is hard to do so when someone is upset). *Don't let one minute of bad situation spoil your whole day, it is not worth ruining the remaining 1,439 minutes.*
- Immediately complete this form and hand it over to the Corporate Communications Division (Pustaka Negeri Sarawak, Kuching)/Corporate Communications Unit (Pustaka Negeri Sarawak, Miri) or through the Officer-on-Duty.

Thank you. You have done a GREAT job!