



TOTAL KENYA LIMITED

LPG CONTAINER SURVEY

Customer satisfaction is the most important aspect of our business at Total Kenya Limited. We would truly appreciate that you take few minutes to give us feedback.

Container Name: _____ Container Dealer: _____ Date: _____

Container Site: _____ Email Address: _____ Tel No. _____

SCORE

			1	2	3	4	5
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OVERALL

1	I would recommend Total Kenya Limited to others.						
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SERVICE LEVEL

2	I am very satisfied with the quality of service from Total Kenya Limited						
3	Total's emergency response time is good.						
4	Total delivery system is adaptable to requirements.						
5	Contact with Total Senior Management is good.						
6	Total's way of complaint handling/resolution is professional.						
7	Total communication on general issues affecting business is effective.						

ORDERS

8	Total's customer service policies on order delivery are known.						
9	Total respond to queries promptly.						
10	Relevant and timely explanation is provided in case of any delays.						
11	Total takes orders accurately.						
13	The channel for order placement is known.						
14	Orders are followed up before delivery.						
15	Feedback information from the relevant contact person is relevant and reliable.						

HEALTH SAFETY ENVIRONMENT AND QUALITY

16	Total's delivery trucks meet safety/quality standards.						
17	Banners are clear and strategically placed at Total.						
18	Total employees are mindful of third party safety.						
19	Quality is a collective responsibility concept embraced by all at Total employees.						
20	Total offers quality product.						
21	Total waste disposal system is environmentally friendly.						

TRANSACTIONS

22	Total's prices are competitive.						
23	Total's credit terms are competitive.						
24	Total's invoices always match the quotation given.						
25	Credit notes are received as and when due.						
26	My preferred mode of payment to settle accounts with Total is used.						
27	Invoices and other delivery documentations are easily understandable						
28	Total's adoption of new and modern methods of business transaction e.g. MPESA						
29	Total replaces any inaccurate accounting documents in good time						

BUSINESS DEVELOPMENT

30	Have you achieved the LPG sales budget of 2T per month?	Yes		No			
		COMMENTS					
31	If "yes", what contributed to the achievement?						
32	If you have not achieved the 2T target, explain why.						
33	What can be done to sell more than the 2T target per month?						
34	What needs to be done for you to at least to sell 250 litres of lubricants and 2 dozen solar lamps?						
35	What suggestions do you have to improve sales for both lubes and LPG ?						



1 = Strongly disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree



RESPONDENT COMMENTS :

What should Total Kenya Limited do to make you a more satisfied customer?.