

CUSTOMER FEEDBACK 客户服务反馈表

We value your feedback 更好的服务源自您宝贵的意见

Thank you for banking with Bank of China. Your feedback is valuable to us. Please help us to enhance your banking experience by filling up this form. 感谢您对中国银行的支持。为了给您提供更好的服务，请您就我行柜台服务情况提出宝贵的意见。

Customer Particulars 客户资料

Name 姓名：

Contact no. 联系号码：

Branch visited 网点名称：

Date and time of visit 到访日期与时间：

Please rate our service according to the following scale: 5 indicates "Excellent" and 1 indicates "Poor".
请对我行的服务给予评分：5代表“优秀”，1代表“较差”。

Staff Service Quality 职员服务质量

Did our staff greet you warmly/with a smile as you approached the counter?
请问我行人员是否微笑迎宾？ Yes /是 No /否

Was our staff friendly and helpful?
请问我行人员是否态度友善？ Yes /是 No /否

To what extent did our staff meet your banking needs?
请您对我行人员是否有满足您的业务需求评分 5 4 3 2 1

Did our staff thank you and ask if you required any further assistance?
请问我行人员是否礼貌送客并向您询问是否需要其他帮助？ Yes /是 No /否

Overall, how would you rate our staff?
请您对我行人员总体服务进行评分 5 4 3 2 1

Overall Branch Service & Environment 整体服务环境

Waiting Time 等候时间 5 4 3 2 1

Comfort of waiting area 等候区域舒适整洁 5 4 3 2 1

Branch Layout 支行设施与结构 5 4 3 2 1

Availability of brochures / forms 宣传折页，表格摆设有序 5 4 3 2 1

Overall, how would you rate our branch? 请您对支行总体进行评分 5 4 3 2 1

Your Feedback 意见反馈

Compliment 表扬

Complaint 投诉

Suggestion 建议

Enquiry 查询

Please submit the completed form to our branch staff or mail it back to us. Thank you for your time.
请将填妥的表格交给我行柜台服务员或将它邮寄回我行。非常感谢您的意见反馈。

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