

MASTER BUILDERS ASSOCIATION MALAYSIA

MEMBER'S FEEDBACK FORM

Dear Valued Customer,

It is our aim to provide you with quality service. We appreciate your esteemed comments below. Your feedback would help us to serve you better.

THANK YOU.

Company's Name : _____

Date : _____

Customer's Representative : _____

Tel : _____

Designation : _____

E-mail : _____

Please tick accordingly:

	EXCELLENT	GOOD	SATISFACTORY	IMPROVEMENT NEEDED
	4	3	2	1
1. Speed of assistance to members through follow up action taken by MBAM Secretariat.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Rate information dissemination through Publication / MBAM Bulletin / Website and Facebook.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ease of contact with the secretariat (E-mails, telephone, fax).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Cleanliness, comfort, adequacy of audio visual facilities, refreshments and meeting rooms for events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Please evaluate the courtesy level of MBAM staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How satisfied are you with the training courses provides by MBAM?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How satisfied are you with the Association in looking out for your interests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How satisfied are you with MBAM's products as representing value for the money paid?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The degree to which MBAM provides you with tools and resources to promote your organization's growth within the construction industry.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Ease of understanding, accuracy of the invoice and timeliness of invoice delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. How likely is it that you will recommend MBAM Membership / events to others?

Yes

No

2. Referrals (for membership drive)
To contact: (Name, Tel. & E-mail)

1.
2.

3. What kind of challenges that your organization encounter in the construction industry? Please specify

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4. Other comments?

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Note: This form is to be completed by MBAM members only