IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Христо Туркалов – Председател ОК

Date: 08 – 10 March 2019

Event: ISU World Short Track Speed Skating Championships 2019

1. Overall, how would you rate the quality of your IT customer service experience?

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

2. Overall assessment of the service – wired/ wireless …

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

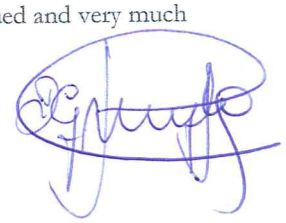
2b. Additional thoughts?

3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

4. *Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!



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NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: MATTEI RAUL FILIPPO

Date: 08 – 10 March 2019

Event: ISU World Short Track Speed Skating Championships 2019

NJP ITALY

1. Overall, how would you rate the quality of your IT customer service experience?

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☒ Much shorter than expected

2. Overall assessment of the service – wired/ wireless …

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2b. Additional thoughts?

3. Overall how would you rate our IT staff?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

4. Additional Comments (if you have any)

BOBBY AND HIS STAFF

THANK A LOT FOR YOUR

DISPONIBILITY AND HELPFENESS!

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

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Customer Name:
NVP ITALY
ANDREA MIGLIO

Date:
08 – 10 March 2019

Event:
ISU World Short Track Speed Skating Championships 2019

1. Overall, how would you rate the quality of your IT customer service experience?

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☒ Much shorter than expected

2. Overall assessment of the service – wired/ wireless …

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2b. Additional thoughts?

3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

4. *Additional Comments (if you have any)*

THANK YOU VERY MUCH FOR YOUR HELP!

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

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НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name:

Date:
08 – 10 March 2019

Event:
ISU World Short Track Speed Skating Championships 2019

NOS

1. Overall, how would you rate the quality of your IT customer service experience?

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☒ Much shorter than expected

2. Overall assessment of the service – wired/ wireless …

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2b. Additional thoughts?

Next time I will do the order directly to the Arena Arnhem

3. Overall how would you rate our IT staff?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

4. Additional Comments (if you have any)

Monique Markhorst, Senior Producer NOS Television The Netherlands

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

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NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: J.P. Brackhuizen

Date: 08 – 10 March 2019

Event: ISU World Short Track Speed Skating Championships 2019

1. Overall, how would you rate the quality of your IT customer service experience?

☐ Very negative ☐ Negative ☐ Neutral ☒ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)? solved a problem by hard work very late

☐ ~~Much longer than expected~~ ☐ ~~Longer than expected~~ ☐ ~~About what I expected~~ ☐ ~~Shorter than expected~~ ☐ ~~Much shorter than expected~~ better then expected.

2. Overall assessment of the service – wired/ wireless …

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

2b. Additional thoughts?

3. Overall how would you rate our IT staff?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very positive

4. Additional Comments (if you have any)

We hope to come back again.

Thank you for your support.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!