

Customer Satisfaction Survey

Bahrain Post of the Ministry of Transportation and Telecommunications is committed to excellent customer service.

In order to assess our service, we conduct regular surveys to find more about your satisfaction with the postal services.

We highly appreciate your participation in the survey.

Please complete the survey and send to the mentioned e-mail.

01- Type of Client:

Individual Businessman Company Government

02- Are the postal services important to you?

Yes No (Please specify the reason)

03- How many times do you visit the Post Office or use the postal services per week?

1-6 times More than 6 times Never (reason)

04- How much do you know about the services provided by Bahrain Post?

High Medium Little None (please explain)

05- How well do you know the location of Post Offices around Bahrain?

Very well Well Slightly familiar Not at all (explain)

06- How do you rate the overall look of the Post Offices?

Excellent Good Poor Other

07- How do you rate the level of services provided by Post Offices staff (speed, quality and answering inquiries)?

Excellent Good Poor Other

08- What do you think of the number of available staff in the Post Office?

Sufficient Not Sufficient (Please name the Post Office).....

09- How do you rate the working hours of the Post Offices?

Appropriate Inappropriate (Please name the Post Office).....

10- How do you rate the following services?

Driving License Renewal	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Vehicle Registration	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Traffic Fines Payment	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Vehicle Insurance	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
C.R. Renewal	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Electricity & Water Bill Payment	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
GOSI subscriptions Payment	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Visa Permits Issuance & Renewals	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Return Visa Issuance	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Express Mail (Barid Mumtaz)	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Delivery to Residence Address	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement
Delivery to P.O. Box	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Needs improvement

11- How do you rate the usefulness of the free hotline (80001100), which is provided by Bahrain Post?

Useful Not useful (reason)

12- How do you rate the response of the front line staff to your enquiries?

Excellent Satisfactory Not Satisfactory Other

13- Would you like to be updated with Bahrain Post developments and news?

Yes No (reason)

14- What is your preferred way to receive communication from Bahrain Post?

Email Social media SMS Printed Ad.

15- Please add any suggestions or ideas to improve the postal services:

.....
.....

16- Do you have any comments on our postal services?

.....
.....

Thank you for your time