

**SERVICE DELIVERY
ASSESSMENT QUESTIONNAIRE**



NCPC SERVICOM UNIT - 2012 PILGRIMAGE

LAST NAME: _____

PILGRIMAGE START DATE: _____

FIRST NAME: _____

PILGRIMAGE END DATE: _____

E mail address: _____

STATE: _____

PLEASE RATE THE FOLLOWING STATEMENTS ACCORDING TO YOUR SATISFACTION

S/N	Please evaluate the following using the scale: 5 = Very good, 4= Good, 3=Acceptable, 2= Below expectation and 1=Poor	Circle appropriately					Comments
		5	4	3	2	1	
1	Organization of the pilgrimage	5	4	3	2	1	
2	Accommodation\ Feeding	5	4	3	2	1	
3	Pilgrimage exercise Generally(Flight schedules)	5	4	3	2	1	
4	Administration	5	4	3	2	1	
5	Programme by Tour Agents	5	4	3	2	1	
6	Security Arrangement	5	4	3	2	1	
7	Tour guides	5	4	3	2	1	
8	This pilgrimage achieved its stated objective	5	4	3	2	1	
9	Spirituality	5	4	3	2	1	
10	Tour guides teaching method and pace helped me to learn	5	4	3	2	1	
11	What I learnt have enhanced my spiritual development	5	4	3	2	1	
12	To what extent have u added bible knowledge	5	4	3	2	1	
13	How do you rate staff response to enquiries	5	4	3	2	1	

OVERALL ASSESSMENT

SERVICES	Dissatisfied	Somewhat dissatisfied	Satisfied	Very satisfied	Not satisfied	Not applicable
TOUR OF HOLY SITES						
TOUR GUIDES						
HOTEL ACCOMMODATION						
FEEDING						
SPIRITUAL FULFILMENT						
LOST BAGGAGE HANDLING						

What comments or suggestions do you have about any aspects of the pilgrimage

If you could suggest one thing to make the pilgrimage better, what would it be?

Are the Holy sites visited adequate in fulfilling your spiritual needs?

How relevant is it to your spiritual development?

Any reservations about the whole pilgrimage exercise?
