



Customer Satisfaction Survey

Exhibition Name : TFWA Asia Pacific 2019
Your Company's Name : LACOSTE
Your Name : Eling
Your Designation : Senior Travel Retail Executive
Date : Thursday, May 23, 2019

Please choose the respective choice below, to indicate what you think and feel of our service standard.

1. Delivery

1a. Our exhibits were custom cleared and delivered on time before show opened.

Agree

1b. Our exhibits were unpacked and positioned to our satisfaction

Agree

2. Communication

2a. Agility's staff was friendly and courteous

Agree

2b. Agility's staff responded promptly to all our queries and request.

Agree

2c. Agility's staff kept us informed on all matters relating to our shipment.

Agree

3. Service/flexibility

3a. Problems were resolved to our satisfaction

Agree

3b. Special requests were handled to our satisfaction

Agree

4. Competence

4a. Agility's staff dealt competently with our freight-forwarding and customs requirements

Agree

4b. Agility's staff are resourceful

Agree

4c. Agility's invoices were accurate, clear and understandable

Agree

5. Overall satisfaction with service quality

5a. Please rate your overall satisfaction with Agility's services.

Very good

5b. We are likely to use Agility in future

Agree

6. Your comments

7. Please suggest any improvements you would like to see Agility make

8. Which exhibitions will you be participating in next ?

Exhibition	Date	Venue
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Follow Up Action

Follow Up Date

Description



Customer Satisfaction Survey

Exhibition Name : TFWA Asia Pacific 2019
Your Company's Name : CANVAS Beauty Pty Ltd
Your Name : Yvonne Kan
Your Designation : Assistant Product Development Manager
Date : Thursday, May 23, 2019

Please choose the respective choice below, to indicate what you think and feel of our service standard.

1. Delivery

1a. Our exhibits were custom cleared and delivered on time before show opened.

Strongly Agree

1b. Our exhibits were unpacked and positioned to our satisfaction

Strongly Agree

2. Communication

2a. Agility's staff was friendly and courteous

Strongly Agree

2b. Agility's staff responded promptly to all our queries and request.

Strongly Agree

2c. Agility's staff kept us informed on all matters relating to our shipment.

Strongly Agree

3. Service/flexibility

3a. Problems were resolved to our satisfaction

Strongly Agree

3b. Special requests were handled to our satisfaction

Strongly Agree

4. Competence

4a. Agility's staff dealt competently with our freight-forwarding and customs requirements

Strongly Agree

4b. Agility's staff are resourceful

Strongly Agree

4c. Agility's invoices were accurate, clear and understandable

Strongly Agree

5. Overall satisfaction with service quality

5a. Please rate your overall satisfaction with Agility's services.

Excellent

5b. We are likely to use Agility in future

Strongly Agree

6. Your comments

7. Please suggest any improvements you would like to see Agility make

8. Which exhibitions will you be participating in next ?

Exhibition	Date	Venue
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Follow Up Action

Follow Up Date

Description



Customer Satisfaction Survey

Exhibition Name : TFWA Asia Pacific 2019
Your Company's Name : Danzka
Your Name : Andersen
Your Designation :
Date : Thursday, May 23, 2019

Please choose the respective choice below, to indicate what you think and feel of our service standard.

1. Delivery

1a. Our exhibits were custom cleared and delivered on time before show opened.

Agree

1b. Our exhibits were unpacked and positioned to our satisfaction

Agree

2. Communication

2a. Agility's staff was friendly and courteous

Agree

2b. Agility's staff responded promptly to all our queries and request.

Agree

2c. Agility's staff kept us informed on all matters relating to our shipment.

Agree

3. Service/flexibility

3a. Problems were resolved to our satisfaction

Agree

3b. Special requests were handled to our satisfaction

Agree

4. Competence

4a. Agility's staff dealt competently with our freight-forwarding and customs requirements

Agree

4b. Agility's staff are resourceful

Agree

4c. Agility's invoices were accurate, clear and understandable

Doesn't apply

5. Overall satisfaction with service quality

5a. Please rate your overall satisfaction with Agility's services.

Very good

5b. We are likely to use Agility in future

Agree

6. Your comments

7. Please suggest any improvements you would like to see Agility make

8. Which exhibitions will you be participating in next ?

Exhibition	Date	Venue
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Follow Up Action

Follow Up Date

Description



Customer Satisfaction Survey

Exhibition Name : TFWA Asia Pacific 2019
Your Company's Name : FOREO
Your Name : TINA LIU
Your Designation : SHANGHAI
Date : Thursday, May 23, 2019

Please choose the respective choice below, to indicate what you think and feel of our service standard.

1. Delivery

1a. Our exhibits were custom cleared and delivered on time before show opened.

Agree

1b. Our exhibits were unpacked and positioned to our satisfaction

Strongly Agree

2. Communication

2a. Agility's staff was friendly and courteous

Agree

2b. Agility's staff responded promptly to all our queries and request.

Agree

2c. Agility's staff kept us informed on all matters relating to our shipment.

Agree

3. Service/flexibility

3a. Problems were resolved to our satisfaction

Agree

3b. Special requests were handled to our satisfaction

Strongly Agree

4. Competence

4a. Agility's staff dealt competently with our freight-forwarding and customs requirements

Agree

4b. Agility's staff are resourceful

Agree

4c. Agility's invoices were accurate, clear and understandable

Agree

5. Overall satisfaction with service quality

5a. Please rate your overall satisfaction with Agility's services.

Very good

5b. We are likely to use Agility in future

Agree

6. Your comments

7. Please suggest any improvements you would like to see Agility make

8. Which exhibitions will you be participating in next ?

Exhibition	Date	Venue
TFWA CANNES	Sep 29th	cannes

Follow Up Action

Follow Up Date

Description