



Seafarer's Feedback Form

MNPI, would like to make a strong commitment to become your best partner in providing manning services in the shipping industry. We are committed to render quality, efficient and tailor-made services to suit every client's needs and requirements. In line with this, we would like to hear your thoughts, comments and suggestions concerning the quality of our services.

We will ensure that your feedback shall be kept confidential and will be attended by the TOP MANAGEMENT for proper action. Please take time in commenting on the following:

Date: _____

Name: _____

New Crew: ()

Ex- Crew: ()

1. Recruitment and Selection Process (Examination and Interview):

Very Satisfactory Satisfactory Needs Improvement

2. Documentation Process (Medical, Contract Processing, Training Schedule, Visa Processing, Flag State Application, Issuance of Certificate of Sea Service, Issuance of Working Gears and Dispatch Activity):

Very Satisfactory Satisfactory Needs Improvement

3. In-house Training Services (Was the training schedules explained? Courses offered, Facilities, Training Materials and Instructors):

Very Satisfactory Satisfactory Needs Improvement

4. Accounting Activities (Allotment Order Filing, Issuance, Allotment Remittance, Payments/Reimbursements, Final Wages Account payment, SSS/Phil health/Pag-ibig transactions and Accounting Certifications):

Very Satisfactory Satisfactory Needs Improvement

5. Quality of our working gears

Very Satisfactory Satisfactory Needs Improvement

6. Customer Service

a. Company Facilities Very Satisfactory Satisfactory Needs Improvement
b. Attitude of the Staff Very Satisfactory Satisfactory Needs Improvement

FOR EX- CREW ONLY

a. PADALA System Very Satisfactory Satisfactory Needs Improvement
b. P&I Medical Assistance (as appropriate) Very Satisfactory Satisfactory Needs Improvement

Comment:

Recommendations for Improvement:

Are there any MN personnel whom you want to recognize for good service? _____

WE THANK YOU FOR SHARING WITH US YOUR MOST HONEST OPINION.
You can also send your comments/suggestions at feedbacks@marlow.com.ph