**QUESTIONNAIRE FOR SHIPBOARD PERSONNEL**

This questionnaire has been introduced to provide feed-back from ship’s staff on their satisfaction, and identify any areas where improvements can be made. The questionnaire should be completed by:

|  |  |  |  |
| --- | --- | --- | --- |
| Captain | Staff Captain | Chief Engineer | Hotel Director \* |
|  | Safety Officer | Staff Engineer | F&B Manager \* |
|  |  |  | Chief Purser \* |
| Other Officers upon request | | | |

\* Required when V. Ships Leisure has responsibility for hotel operations onboard.

Please tick (√) as appropriate, stating “N/A” if questions are not applicable. Comments (both negative and positive) may be stated. Add additional pages if necessary making proper reference to the question.

Grading scheme as follows: 1 Excellent

1. Good
2. Satisfactory
3. Needs Improvements
4. Poor

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| TECHNICAL (incl. Purchasing): How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 1. | - the technical support of your Fleet Superintendent and Fleet Manager ? |  |  |  |  |  |
| 2. | - the promptness of messages being answered? |  |  |  |  |  |
| 3. | - the quality of the answer received? |  |  |  |  |  |
| 4. | - the feedback towards standard messages and monthly mail? |  |  |  |  |  |
| 5. | - the information on surveys, class status and follow up? |  |  |  |  |  |
| 6. | - Fleet Superintendent’s visits and effectiveness of the technical inspection? |  |  |  |  |  |
| 7. | - the overall performance of the Technical Department? |  |  |  |  |  |
| 8. | - the efficiency and quick processing of the purchasing requisitions |  |  |  |  |  |
| 9. | - the quality of the products /materials supplied onboard? |  |  |  |  |  |
| 10. | - the overall performance of the purchasing department? |  |  |  |  |  |
|  | **COMMENTS** | | | | | |

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| CREWING: How do you grade | | | | **1** | **2** | **3** | **4** | **5** |
| PLEASE INDICATE YOUR CREWING OFFICE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | |
| 11.  12. | - the service of your local recruitment office? (Pls specify location) | | Courteousness |  |  |  |  |  |
| Efficiency:(quick processing) |  |  |  |  |  |
| 13. | - the punctuality and consistency of your monthly remittance of money? (If arranged by V.Ships Leisure) | | |  |  |  |  |  |
| 14. | - the time given for your hand-over? | | |  |  |  |  |  |
| 15. | - your average term of duty versus contractual terms? | | |  |  |  |  |  |
| 16.  17. | - the joining repatriation arrangements? | Timely: (in advance or last minute) | |  |  |  |  |  |
| Efficiently: (most direct route) | |  |  |  |  |  |
| 18. | - the overall performance of the Deck and Engine Crew Dept (if applicable) [in Monaco]? | | |  |  |  |  |  |
| 19 | - the overall performance of the Hotel Crew Dept. (if applicable)? | | |  |  |  |  |  |
|  | COMMENTS | | | | | | | |

| MARINE (incl. HSEQ and Training): How do you grade | | **1** | **2** | **3** | **4** | **5** |
| --- | --- | --- | --- | --- | --- | --- |
| 20. | - the DPA service? |  |  |  |  |  |
| 21. | - the CSO service? |  |  |  |  |  |
| 22. | - the conduct of Internal Auditors? |  |  |  |  |  |
| 23. | - the quality of Internal Auditors? |  |  |  |  |  |
| 24. | - the feedback information regarding Hazardous Occurrences, and relevant corrective actions |  |  |  |  |  |
| 25. | - the feedback from the HSEQ / Compliance and Quality Department with regards to Bulletins. Masters Reviews, Monthly SAF Returns, etc.? |  |  |  |  |  |
| 26. | - the amount of paperwork related to the VMS (Health, Safety/Security, Environmental and Quality,) Management systems? |  |  |  |  |  |
| 27. | - use and effectiveness of the Shipsure Suite modules |  |  |  |  |  |
| 28. | - the overall performance of the Marine Department? |  |  |  |  |  |
| 29. | - shipboard training effectiveness? |  |  |  |  |  |
| 30. | - the quality of V. Ships Leisure onboard training packages (including Marlins etc) ? |  |  |  |  |  |
| 31. | - the overall performance of the Training Department? |  |  |  |  |  |
|  | COMMENTS | | | | | |

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| MARINE PLANNING AND PORT OPERATIONS: (when carried out by V.Ships Leisure): How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 32. | the planning and follow-up of ship’s itinerary |  |  |  |  |  |
| 33. | fuel oil supply |  |  |  |  |  |
| 34. | the port agencies and operations |  |  |  |  |  |
| 35. | the overall performance of the Marine Panning and Port Operations Department? |  |  |  |  |  |
|  | COMMENTS | | | | | |

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| HOTEL OPERATIONS (when carried out by V.-Ships Leisure): How do you grade | | | **1** | **2** | **3** | **4** | **5** |
| 36. | - the assistance of your Hotel Operations Manager? | |  |  |  |  |  |
| 37. | - the promptness of messages being answered? | |  |  |  |  |  |
| 38. | - the quality of the answer received? | |  |  |  |  |  |
| 39. | - the feedback towards standard reports and monthly mail? | |  |  |  |  |  |
| 40.  41. | - the hotel purchasing function of our office? | - relating to consumables and durables? |  |  |  |  |  |
| - relating to food and beverage? |  |  |  |  |  |
| 42. | - the information on external and internal hotel inspections and follow up? | |  |  |  |  |  |
| 43. | - Hotel Department visits to the vessel? | |  |  |  |  |  |
| 44. | - time given for handover ? | |  |  |  |  |  |
| 45. | - the overall performance of the Hotel Operations Department? | |  |  |  |  |  |
|  | **COMMENTS** | | | | | | |

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| OCCUPATIONAL HEALTH AND SAFETY (Workers Safety Culture Survey) | | **Agree** | **Slightly Agree** | **Neutral** | **Slightly Disagree** | **Disagree** | **Don’t Know** |
| Ship Safety (Policies, procedures, attitudes, actions to prevent hazardous occurrences) | | | | | | | |
| 1. | Management is personally involved in safety activities on a routine basis *(including corrective action taken promptly when told about hazardous occurrences)* |  |  |  |  |  |  |
| 2. | Our crew has adequate training in safety / emergency procedures |  |  |  |  |  |  |
| 3. | There is good communication on this ship about safety issues *(safety representatives are known, information received on outcome of safety meetings, crew is given feedback on hazardous occurrences that occur onboard )* |  |  |  |  |  |  |
| 4. | When I joined this ship I received a proper hand-over, including familiarization with any new tasks. |  |  |  |  |  |  |
| 5. | Whenever I see safety regulations being broken, I report it and I am aware I can stop work if feeling unsafe |  |  |  |  |  |  |
| 6. | I am encouraged to conduct risk assessments and report near misses. |  |  |  |  |  |  |
| Occupational Health and Safety  (protecting your physical and mental health and welfare in the workplace) | | | | | | | |
| 7. | I fully understand my responsibilities for health and safety *(safety onboard is everyone's responsibility)* |  |  |  |  |  |  |
| 8. | The crew has access to all necessary personal protective equipment (PPE) |  |  |  |  |  |  |
| 9. | Suggestions to improve health and safety are welcomed |  |  |  |  |  |  |
| 10. | The crew is not encouraged to break the rules to achieve a target. |  |  |  |  |  |  |
|  | **What could this company do to improve occupational health and safety:** | | | | | | |

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rank:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vessel:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_