Analisa Bulanan Survey Kepuasan Pelanggan

Periode Survey :

Jumlah form yang disebar :

Jumlah form yang diterima :

Jumlah responden :

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Kriteria | Nilai | | | | | | | | | | |
| 1 | 2 | 3 | 4 | Bulan lalu | 1 | | 2 | 3 | 4 | Bulan ini |
| **Pelayanan Pelanggan :**  Keramahan |  |  |  |  |  | |  |  |  |  |  |
| Kecepatan melayani |  |  |  |  |  | |  |  |  |  |  |
| Kecakapan |  |  |  |  |  | |  |  |  |  |  |
| Ketepatan memberi informasi |  |  |  |  |  | |  |  |  |  |  |
| **Pelayanan Kantin :**  Keramahan |  |  |  |  |  | |  |  |  |  |  |
| Kecepatan melayani |  |  |  |  |  | |  |  |  |  |  |
| Kelengkapan alat |  |  |  |  |  | |  |  |  |  |  |
| Kecakapan |  |  |  |  |  | |  |  |  |  |  |
| Ketepatan waktu |  |  |  |  |  | |  |  |  |  |  |
| Rasa Makanan |  |  |  |  |  | |  |  |  |  |  |
| Rasa Minuman |  |  |  |  |  | |  |  |  |  |  |
| Kebersihan |  |  |  |  |  | |  |  |  |  |  |
| **Pelayanan Kebersihan :**  Keramahan |  |  |  |  |  | |  |  |  |  |  |
| Kecepatan melayani |  |  |  |  |  | |  |  |  |  |  |
| Kelengkapan alat |  |  |  |  |  | |  |  |  |  |  |
| Kebersihan ruangan |  |  |  |  |  | |  |  |  |  |  |
| Kebersihan toilet |  |  |  |  |  | |  |  |  |  |  |
| **Pelayanan Pembayaran :**  Keramahan |  |  |  |  |  | |  |  |  |  |  |
| Kecepatan melayani |  |  |  |  |  | |  |  |  |  |  |
| Kecakapan |  |  |  |  |  | |  |  |  |  |  |
| Ketepatan memberi informasi |  |  |  |  |  | |  |  |  |  |  |
| **Pelayanan Pengiriman :**  Keramahan |  |  |  |  |  | |  |  |  |  |  |
| Kecepatan melayani |  |  |  |  |  | |  |  |  |  |  |
| Kecakapan |  |  |  |  |  | |  |  |  |  |  |
| Ketepatan waktu |  |  |  |  |  | |  |  |  |  |  |
| Ketepatan memberi informasi |  |  |  |  |  | |  |  |  |  |  |
| Kesimpulan : | | | | | | | | | | | |