

PRIVATE & CONFIDENTIAL

Company/ Vessel Name:		Feedback Provided By:	
Email address:			
Mobile Number:		Date:	
Do you consent to receiving a follow up call regarding answers given in this form (Please indicate)	Yes	No	

The purpose of this survey is to find out what you experienced and expect from Peterhead Port Authority and how satisfied you are with the service you received. This information will be used to help improve our services and your visit to port.

Below are some of the services offered. Please insert a tick (✓) into the box that reflects your experience.

ELEMENT	Not Applicable	SCORE				
		Poor	Mediocre	Adequate	Good	Excellent
		1	2	3	4	5
1. Were you given clear and concise entry & berthing information from VTS?						
2. Was there a Berthing Master on hand to facilitate your berthing?						
3. Was your market laydown space clearly communicated and was there sufficient barrows available?						
4. How satisfied were you with the standard & cleanliness of the Fish Market & quay?						
5. How satisfied are you with your landing experience at Greenhill Fish Market?						
6. On leaving the Fish Market, were you provided a berth that suited you for other services e.g. bunkering, repairing nets.						
7. If you took water and/or required waste services, what was the level of service ?						
8. How satisfied were you with the standard & cleanliness of the harbour and quays?						
9. On departure, were you given clear and concise departure information from VTS						
10. Overall, how satisfied are you with PPA Marine and VTS services?						
Please use this space to make any additional comments or suggestions.						
Completed forms should be returned to: info@peterheadport.co.uk Please contact +44 (0) 1779 483600 if you have any queries.						

If there are any issues which have not been covered in this document, please contact Peter Duncan at peter.duncan@peterheadport.co.uk or Mb:- 07583 018 421. Your views are much appreciated.