**Assessment of Celní jednatelství Zelinka (CJZ) Services Questionnaire**

## How often do you use services of CJZ?

## Povinná odpověď

 Several times per month  Once per month  Once per six months Occasionally, only when we have a customs case

## How did you start cooperating with CJZ?

## Povinná odpověď

 It was recommended to usWe addressed CJZWe were addressed by CJZ Other

## Which type of services do you use?

## Povinná odpověď

 Customs services Professional consulting Both

## To what extent are you satisfied with the process of ordering the services of CJZ (grading)?



1 2 3 4 5

## To what extent are you satisfied with the feedback, were you given complete information, requests to deal with the case (grading)?



1 2 3 4 5

## To what extent are you satisfied with the time interval of processing the case (grading)?



1 2 3 4 5

## How do you assess the CJZ employees’ approach when communicating with you (grading)?



1 2 3 4 5

## Have you ever complained about the services/CJZ employees’ approach?

## Povinná odpověď

 No Yes (give your reasons, please)



## If your answer was yes, was the complaint dealt with to your satisfaction?

## Povinná odpověď

YesNo (give your reasons, please)



## How do you assess your cooperation with CJZ so far, what changes made by CJZ in order to improve your cooperation would you appreciate?Povinná odpověď

## Would you recommend CJZ to others?

## Povinná odpověď

Yes No (give your reasons, please)



**Please, give the company name and the contact person**

Text field

**I agree to the use of the company name and the contact person for the purposes of reference by Celní jednatelství Zelinka**

Yes

No

Please send the completed questionnaire to customerservice@zelinka.cz