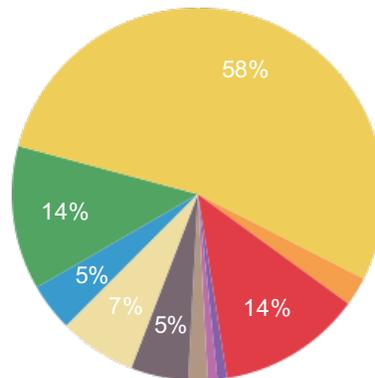


Sondaggio soddisfazione utente

Q1

Di quale servizio/i ha usufruito durante la sua visita?
For which service/s did you come in for on your last visit?

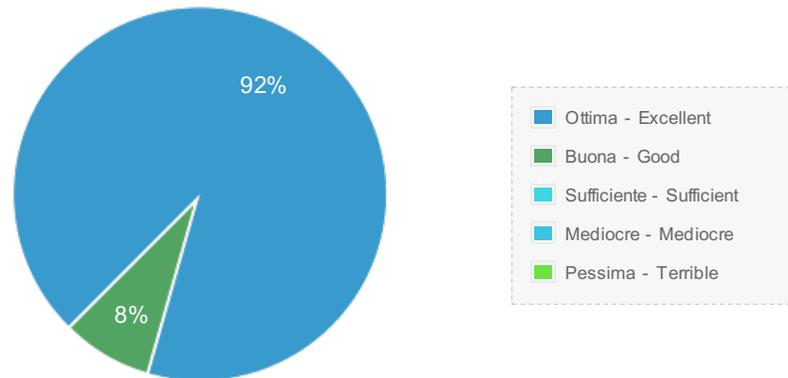
Answered: 111 Skipped: 0



Q2

Come ha ritenuto la qualita' del servizio ricevuto?
How would you rate the quality of the service received?

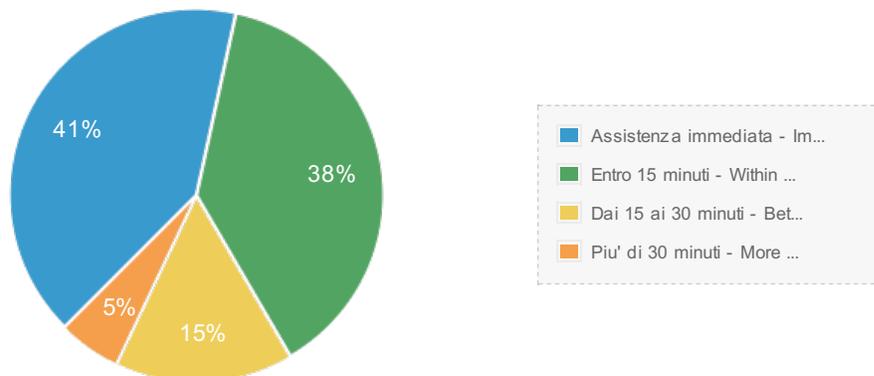
Answered: 111 Skipped: 0



Q3

Quali sono stati i tempi complessivi di attesa per il servizio ricevuto?
What was the total waiting time for the service received?

Answered: 110 Skipped: 1



Q4

La preghiamo di inserire commenti o possibili suggerimenti diretti al miglioramento dei servizi.

Please leave comments or recommendations aimed at bettering our

services.

Answered: 52 Skipped: 59

1 . I visited the Consulate to obtain a certification for garments purchased in Italy for purposes of a VAT refund that I was unable to obtain at the airport when I left Europe. The person assisting me was careful, helpful and friendly. Thank you.

2 . In both citizenship and passport offices I was met with clear, helpful people and information. I would continue on this path.

3 . Assolutamente necessario che Lei lavori building a team work. Distinti saluti.

4 . Treated professionally and courteously by Antonio at the front desk and G. at the passport office.

5 . Tutto bene. Non cambierei nulla.

6 . Everyone I met with was very professional, friendly and helpful!

7 . Funziona bene il sistema su appuntamento per evitare attese lunghe. Sono stata piacevolmente sorpresa che il passaporto nuovo venga consegnato dopo pochi minuti dall'appuntamento. Questo evita al pubblico di dovere ritornare per il ritiro. Grazie!

8 . All of the services I have received have been excellent and all of the staff, particularly Signor C.C. have been very friendly.

9 . I was very pleased with the service I received. Everyone was very helpful. Thank you.

10 . inserito da A.T. - dato a mano anche se aveva indirizzo email. (?)

11 . I was pleasantly surprised by the efficiency and politeness of the service. Congratulations!

12 . Bell'ufficio, Personale professionale e cortese..magari in Italia...Cordiali saluti

13 . Fabulous service. Wonderful personnel. They were very helpful. Thank you! Grazie mille!

14 . Sono venuta per l' iscrizione Aire e per il Passaporto e devo solo dire " Grazie" -L.C. E M.D.

15 . Today everyone was helpful and pleasant as usual. Thank you!

16 . The staff were fabulous. They were very helpful. My visit was a success. Thank you very much!!!

17 . whole family at once for citizenship?

18 . Please correct your website as to what is need to obtain a passport. Website said I need

19 . Sono arrivata in anticipo e non ho aspettato nulla. Il Consolato ha fatto grandi progressi in questi anni! E' incredibile si possa ricevere il passaporto il giorno stesso mentre in Italia si aspettano settimane. Grazie moltissime!

20 . Un mese per passare la residenza da miami a boston per poi poter fare il nuovo passaporto penso sia troppo tempo

21 . Inserito A.T. 30/07/2015

22 . Our recent visit was prompt and quick in part because we were prepared. I believe we were well informed by the Consulate prior to our visit regarding what we needed to bring.

23 . Getting set up with initial contact was the hardest phase. once I was contacted though it was smooth sailing. The trip to the office to pick up the final documentation was efficient and pleasant. Kudos to Signor C. in Passport Services.

24 . Ottimo servizio grazie mille

25 . Everybody at the consulate has been very professional and courteous.

26 . Ottimo servizio. Vi ringrazio molto.

27 . I think the staff was amazing! I did not know that an appointment needed to be made online as I had not been into the office for ten years! Each staff member was incredibly helpful.

28 . My older son (19) is having difficulty getting an appointment via the Monday/Wednesday online lottery system.

29 . Accettare pagamento con carta di credito, Paypal, bonifico bancario ecc

30 . The service and help I received were excellent. In particular, Sig C.was VERY helpful. And the gentleman who processed my passport was efficient and gave perfect service. I have no recommendations at this time for bettering the services.

31 . i was amazed at the efficiency and that it was wonderful that they give you the passport on the same day! The employee's were very kind.

32 . Personal capacity and professionalism and at the same time very kind and willing to resolve the matter in question.

33 . Mr. S. L. was a great help, patient, and resourceful!

34 . Signore C. was very helpful, as was his boss. As I understand it, I am the first applicant for citizenship through the new online application process. I expect another visit or two, but have always had good experiences with the office.

35 . Everything went well. The service from everyone in the office was great.

36 . Grazie tante!

37 . Great services. Polite personal especially the lady at the passport office

38 . There needs to be more staff to be able to accommodate all the people requiring services. The next appointment is 6 months in the future and the online system is very difficult. My issue has still not been resolved.

39 . Servizio stupefacente! Il delegato è stato molto cortese disponibile e veloce! Bravo! Finalmente un buon e veloce servizio. Unica pecca il sistema di prenotazione degli appuntamenti ancora troppo complicato come il sito del consolato.

40 . Mi congratulo per la cordialita' ed efficienza del personale.

41 . Sono rimasto più che soddisfatto. La signora C. è capace ed efficiente. Grazie.

42 . La signora C. dell'ufficio notarile e' stata gentilissima ed ha accomodato una richiesta urgente di appuntamento per una procura. Grazie!

43 . inserito da A.T.

44 . Inserito da A. T.

45 . Inserito da A.T.

46 . inserito da A.T.

47 . inserito da A.T.

48 . Mille grazie per la cortesia e l'efficienza.

49 . I am profoundly appreciative to Mr. C. & Ms. D.P. for their extraordinary advisement and help throughout the entirety of the citizenship process.

50 . Services was fast and easy.

51 . Mantenere la possibilita'i parlare al telefoni con i funzionari, modo piu' efficiente e veloce delle e-mail.

52 . Everyone was excellent to work with. My only suggestion would be to have online webinars to review basic information regarding citizenship. I suspect most people begin with the same questions.