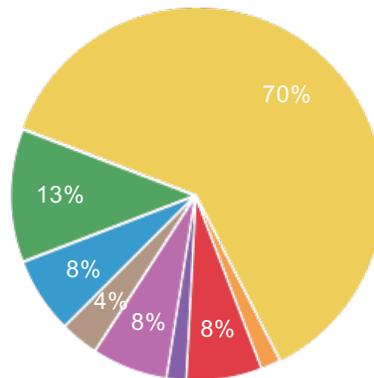


Sondaggio soddisfazione utente

Q1

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

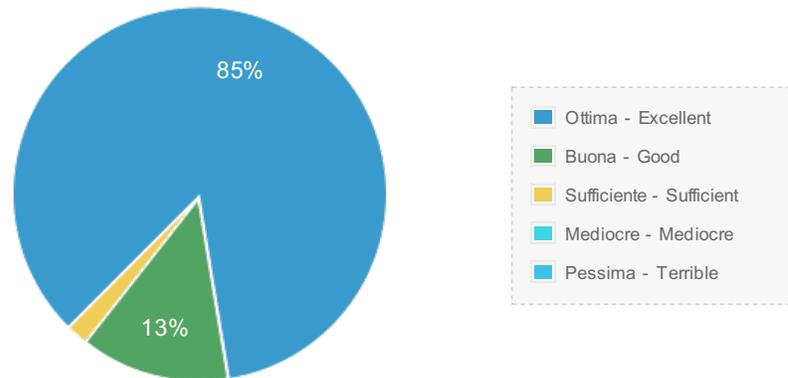
Answered: 53 Skipped: 0



Q2

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

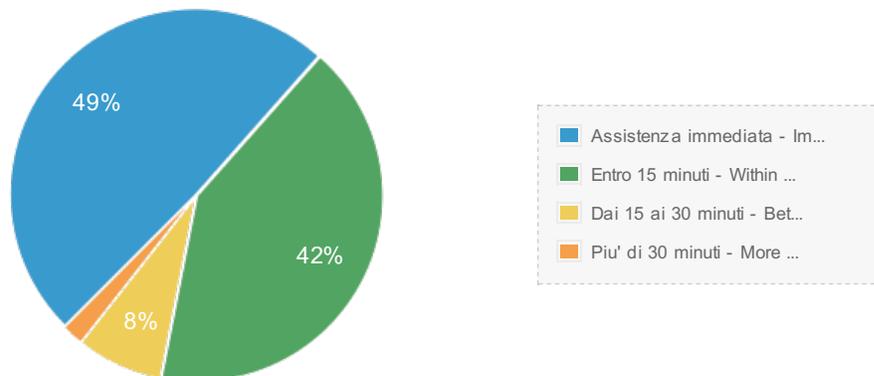
Answered: 53 Skipped: 0



Q3

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

Answered: 53 Skipped: 0



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: 28 Skipped: 25

1 . Service was superb and professional.

2 . Service there was great. 2 admin things prevent a higher service rating 1) fees for passport changed on 1-IV and your website didnt have updated info, 2) my passport's OK from Argentina was not received so I'd need to go back. Grazie.

3 . L'impiegato e' stato molto efficiente, estremamente gentile e professionale. Ho ottenuto il passaporto immediatamente e sono stata estremamente soddisfatta del servizio. Great job!

4 . Servizio eccellente, difficile poter fare di meglio.

5 . grande miglioramento con il sistema di prenotazione e rilascio al momento della visita, complimenti vivissimi per un gran bel servision! R. G.

6 . G. D.C. assistance was exceptional. Many thanks.

7 . Gli agenti consolari sono stati molto bravi! Il servizio è stato rapido e professionale.

8 . wonderful staff! Attentive, efficient, friendly. I have had a great experience at your consulate.

9 . Staff was polite, professional and proficient. They represent Italy very well!

10 . Met with Mr. C. for citizenship services. I submitted some wrong forms, and unintentionally made more work for Mr. C. Yet he took it in stride, and was patient, kind, and helpful to me. My consulate experience was great!

11 . Mr. C. is always very agreeable and helpful. He tries to find a way to resolve the issue, although my case is very difficult.

12 . Service was wonderful!

13 . Grazie per la professionalità dimostrata!

14 . It seems that the consulate has very limited appointment offerings, but even though B. was fully booked, she still found a way to see me and my fiance so that we can get married in Italy. I am so grateful. Thank you, B.!

15 . Non ho suggerimenti

16 . Professionale e gentilissimo! grazie mille!

17 . I don't have any. My experience was excellent!

18 . Ottimo servizio. Sono rimasto molto soddisfatto.

19 . Tempi di prenotazione troppo lunghi ma buon servizio

20 . Il servizio notarile e' aperto solo 2 volte alla settimana, quindi e' vero che sono stato servito subito, ma l'appuntamento e' stato solo 2 settimane dalla mia richiesta per il primo slot disponibile

21 . my meeting with Mr.C. was very efficient and satisfactory.I was treated with respect and competence

22 . I received excellent service today. Mr. C. was very helpful. Thank you for your assistance.

23 . Eccellente e cordiale servizio; grazie!

24 . Wonderful prompt service

25 . Receptionist merely stared at me when I entered, no one smiled, no one was friendly.

26 . It might be better to explain the divorce documentation needed as part of the requirements on the website. Mr. C. was wonderful and very patient!

27 . Mr. C. has been very patient and easy to work with.

28 . The service received was excellent. The process was smooth and the employee was efficient and very kind.