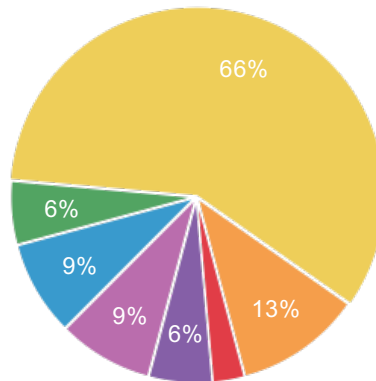


# Sondaggio soddisfazione utente

Q1

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

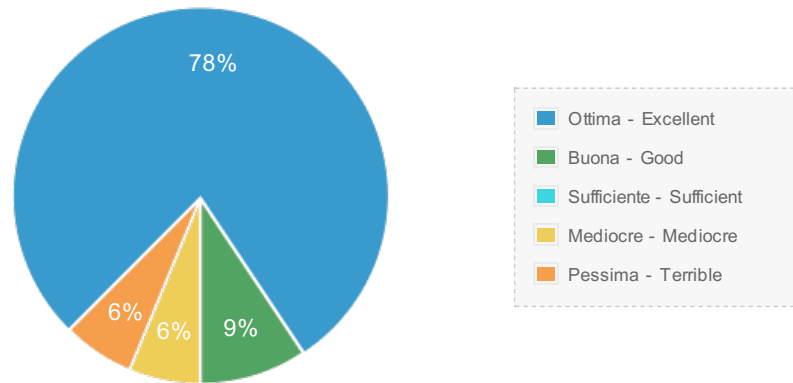
Answered: 32 Skipped: 0



Q2

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

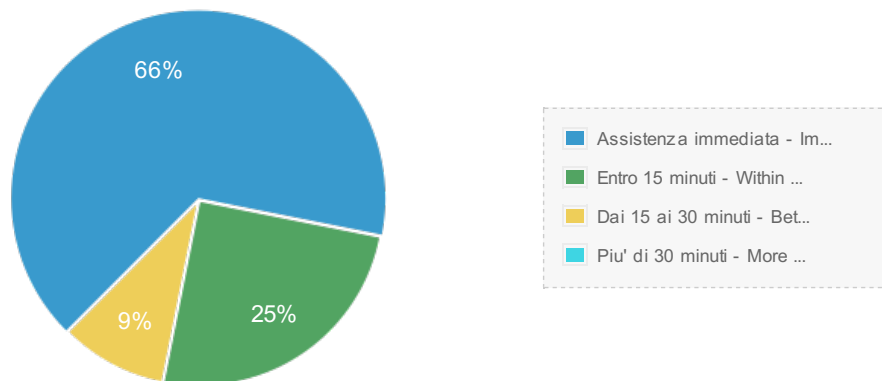
Answered: 32 Skipped: 0



Q3

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

Answered: 32 Skipped: 0



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

Please leave comments or recommendations aimed at bettering our services.

Answered: 15 Skipped: 17

- 1 . Ho perso il passaporto e gli impiegati sono stati sensibili, attenti e gentilissimi. Ottimo servizio.
- 2 . We appreciate the courtesy of receiving my husband for his passport appointment shortly after my citizenship appointment.
- 3 . The gentleman was extremely rude with me and indicated multiple times he was very busy and annoyed with the multiple phone calls he recieved from the family of the deceased
- 4 . Ho avuto un'ottima assistaenza dalla Dott.dssa C. Molte grazie a Lei, Signora.
- 5 . No one answers phone calls and emails go days without being responded to. Also there is a bit of disorganization/unclarity on website stating the documents needed for various services.
- 6 . Sarebbe utile aggiungere informazioni su "Come raggiungerci" ("directions", parcheggi in zona) sul vostro sito.
- 7 . Soddisfatissima del servizio.
- 8 . Bravi. Competenti e soprattutto al servizio del cittadino.
- 9 . Thank you so much for your assistance. From the moment I walked into the consulate I was greeted with a smile and a friendly buon giorno. Everyone in the consulate was friendly and pleasant. The service was prompt and courteous.
- 10 . The service was good and prompt. We have no complaints
- 11 . Service was very efficient and everyone was very nice!
- 12 . Penso che la possibilita' di prenotare un appentamento su internet sia ottima. Inoltre e' fantastico che mia figlia abbia avuto il passaporto subito il giorno stesso. Complimenti per l'ottimo servizio.
- 13 . Didn't respond my e-mail; I had no option to confirm my appointment on-line. I am feeling bad about that. Thanks!!
- 14 . Fantastic and exceptional service.
- 15 . Il servizio e' stato ottimo.