

A very warm welcome from all of us! At ASLLC, we strive to make your stay every time better than the last. To make it possible, we would appreciate it if you could please let us know how you feel about our services and facilities by completing this questionnaire. We thank you for your valuable comments and we look forward to having you stay with us again very soon. - *The Management Staff*

	Excellent	Good	Satisfactory	Fair	Poor
Overall 1. How would you rate our services?					
General 2.1. What is your purpose of visits to our Centre?	Self-study	Workshop	Consultation/ Clinic	Language Advising	Others (Please specify)
2.2 What is the length of your stay in our Centre?					
2.3 How frequent is your visit to our Centre?					
2.4 How did you find out about our Centre?					
	Excellent	Good	Satisfactory	Fair	Poor
Our People 3.1 Staff efficiency					
3.2 Staff courtesy and friendliness					
3.3 Anticipation of your needs					
3.4 Do you have any comments on specific staff? (Please specify)					
	Excellent	Good	Satisfactory	Fair	Poor
Our services 4.1 Cleanliness					
4.2 Photocopier					
4.3 Computer & printing equipment					
4.4 TV & entertainment					
4.5 Which channel do you watch the most?					
	Excellent	Good	Satisfactory	Fair	Poor
Our learning resources 5.1 Chinese resources					
5.2 English resources					
5.3 Putonghua resources					
5.4 Online Chinese resources					
5.5 Online English resources					
5.6 Online Putonghua resources					
5.7 Movies					
5.8 IELTS					
5.9 LPAT					
5.10 Putonghua Shuiping Ceshi					
* Other comments and suggestions					

Please put the completed form into the assignment drop box of CLE (B2-G). If you would like to comment in person, please feel free to email the Centre Manager at wcchoi@eduhk.hk.

沈艾達語文研習中心 意見調查

歡迎到訪沈艾達語文研習中心。請抽空填寫本問卷，以助不斷完善我們的服務。謝謝。

整體印象	非常好	好	滿意	一般	差
1. 你對中心的整體評價?					
使用概況	自修	工作坊	諮詢服務	語言學習	其他
2.1 你來中心的目的?					
2.2 你在中心一般逗留多久?					
2.3 你來中心的頻率?					
2.4 你認識本中心的途徑?					
職員的服務水平	非常好	好	滿意	一般	差
3.1 職員的服務效率					
3.2 職員的服務態度					
3.3 職員服務周到的程度					
3.4 對個別職員的評價 (如有，請列明原因)					
設施的服務水平	非常好	好	滿意	一般	差
4.1 清潔程度					
4.2 影印設施					
4.3 電腦及打印設施					
4.4 電視及娛樂設備					
4.5 你較常收看哪個電視頻道?					
學習資源	非常好	好	滿意	一般	差
5.1 中文資源					
5.2 英文資源					
5.3 普通話資源					
5.4 中文網上資源					
5.5 英文網上資源					
5.6 普通話網上資源					
5.7 電影					
5.8 IELTS					
5.9 LPAT					
5.10 普通話水平測試(PSC)					
其他意見及建議					

請把填妥的調查表放入語文教育中心 CLE (B2-G)的習作收集箱內。如有任何其他意見，歡迎隨時電郵 wchoi@eduhk.hk，向沈艾達語文研習中心經理直接反映。