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CTOMASTER										
Sathi Nai	Sathi Naicker									
South Afr	South Africa									
Durban										
031-4612										
ctomaste	ctomasters@telkomsa.net									
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Company General Shipping Services											
Name	Mervyn F	Mervyn Pillay									
Country	South Afr	South Africa									
Province	KZN										
Phone	031-3322	2577									
E - mail	transport	@gssdurba	an.co.za								
1 - unacceptable	_II	4 – Good									
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Questions		-	U U	-	Ŭ	Ŭ					
How would you rate our					5						
service in general?											
How would you rate our responsiveness?				4							
How would rate the quality					5						
of service											
(correctness of paperwork, product repair, ability to											
solve the problem, etc.)?											
Overall how satisfied are					5						
you with DS Freight											
Services											
What can we do to improve of			<u> </u>								
May we contact you to ensur improvements and training a			e and address	it properly th	rough process						
	a sererepine										
Any additional comments you	u would like to	o make: Kenr	ny and Tommy	y is doing an	excellent job ir	n ops, well					
done!											

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Company	Olam Sou	uth Africa									
Name	Morgan	Vorgan									
Country	South Afr	South Africa									
Province	Durban	Durban									
Phone	031 566 5	5499									
E - mail	morgan.m	morgan.moonsamy@olamnet.com									
1 - unacceptable		4 – Good									
2 - Poor	5 – Exceptional										
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How would you rate our					XXXXX						
service in general?											
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product repair, ability to											
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Overall how satisfied are					XXXXXX						
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Company R&D Port Operations											
Name	Mr Kuber	Mr Kuben Pillay									
Country	South Afr	South Africa									
Province	Kwazulu	Kwazulu Natal									
Phone	031 461 1	031 461 1066									
E - mail	Kuben@r	Kuben@rdports.co.za									
1 - unacceptable		4 – Good									
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Questions	1	2	3	4	5	6					
How would you rate our					Х						
service in general?											
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of service					^						
(correctness of paperwork,											
product repair, ability to											
solve the problem, etc.)?											
Overall how satisfied are					Х						
you with DS Freight											
Services											
What can we do to improve o	ur service to	you? We ar	e happy with	the service th	hat we receiv	e from DS					
Freight Services.											
May we contact you to ensure improvements and training ar					ough process	3					
Any additional comments you	ı would like to	make:									

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	Opt	ional I	nformatio	n								
Company	SINAI FREIGHT SERVICES											
Name	ROY JAN	ROY JANKHIPERSAD										
Country	SOUTH A	SOUTH AFRICA										
Province	KWAZUL	KWAZULU NATAL										
Phone	031-0214	031-0214715										
E - mail	SINAIFR	SINAIFRT@IMAGINET.CO.ZA										
1 - unacceptable		4 – Good										
2 - Poor	5 – Exceptional											
3 – Satisfactory 6 – not applicable												
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Questions	1	2	3	4	5	6						
How would you rate our					XX							
service in general?												
How would you rate our					XX							
responsiveness?												
How would rate the quality of service					XX							
(correctness of paperwork,												
product repair, ability to												
solve the problem, etc.)?												
Overall how satisfied are					XX							
you with DS Freight												
Services What can we do to improve c		10112										
May we contact you to ensure			le and address	it properly t	hrough process	3						
improvements and training ar				it property t	niougn proces.							
Any additional comments you would like to make: DS FREIGHT HAS ALWAYS BENT OVER BACKWARDS TO ACCOMMODATE THEIR CUSTOMERS WHEREVER POSSIBLE												

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Optional Information											
Company VOPAK TERMINAL DBN											
Name	ANITA RA	ANITA RAMLUGAN									
Country	SOUTH A	SOUTH AFRICA									
Province											
Phone	031 4669226										
E - mail	anita.ramlugan@vopak.com										
1 - unacceptable											
2 - Poor 5 – Exceptional											
3 – Satisfactory 6 – not applicable											
Rating											
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Questions											
How would you rate our service in general?				4							
How would you rate our responsiveness?				4							
How would rate the quality				4							
of service											
(correctness of paperwork,											
product repair, ability to solve the problem, etc.)?											
Overall how satisfied are				4							
you with DS Freight				-							
Services											
What can we do to improve or important.	ur service to y	you? Alls fir	he at the mor	ient, commu	nication is m	lost					
May we contact you to ensure											
improvements and training an		nt? Yes if t	here are any	workshops f	or transporte	ers and					
any additional training we w	/ill advise,										
Any additional comments you											
would be advisable to do m	onthly check	ks on all vel	hicles to ensu	ire it complie	es with Vopa	k					
standard.											

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