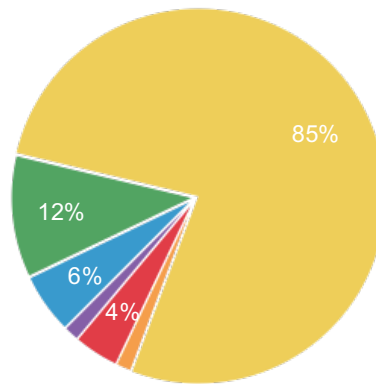


Sondaggio soddisfazione utente

Q1

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

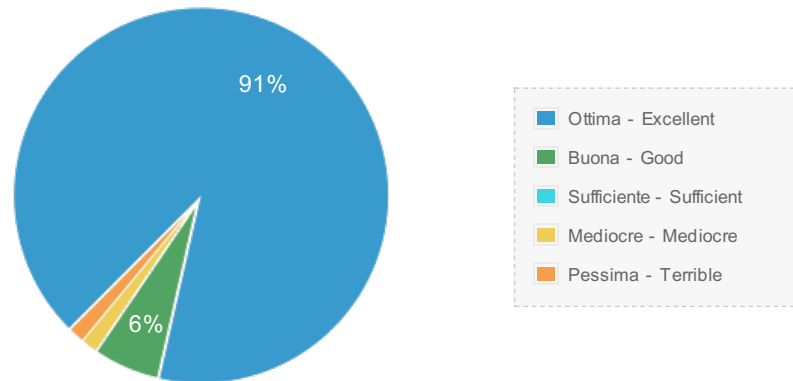
Answered: 67 Skipped: 0



Q2

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

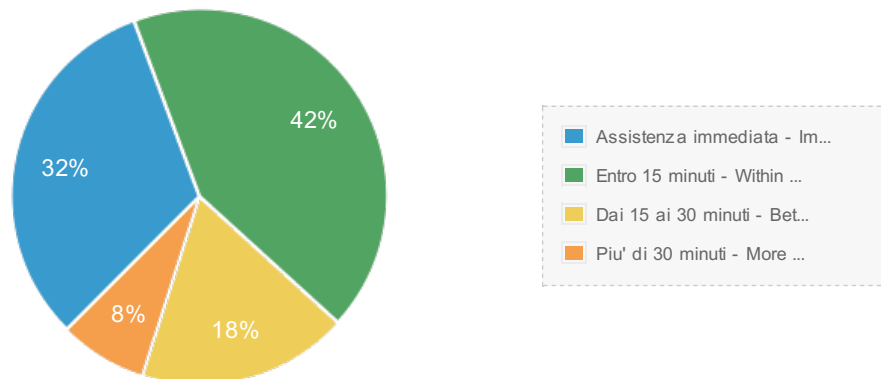
Answered: 67 Skipped: 0



Q3

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

Answered: 66 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: 29 Skipped: 38

1 . I was impressed with how fast the process of getting my first passport was and the fact that I received it in 10 minutes after signing the paper work.

2 . Ho pure una domanda per un documento ufficiale che conferma il mio statuto di pensionario ma cio' risulta molto complesso... e non e' certamente una domanda che esige ricerche ed indagini.

3 . Sarei molto grato se ottengo il mio rinnovo del passaporto Italiano il più presto possibile.

4 . I had a long wait because I was waiting in the wrong room for 45 minutes. Some front-door assistance would be helpful in directing visitors toward the correct waiting area.

5 . Very competent staff! Thank you.

6 . I feel everything was done very professionally. I was happy with my experience at the embassy.

7 . It would be nice if when making appointments there were openings to be seen sooner than 3+ months. It took more than 28 months to get the citizenship and a passport.

8 . I'm very happy with the service I received on my visits to the consulate. The only comment I have is that the website could be improved: I've found some broken/misdirected links that make it difficult to get to the screens I need to access.

9 . The person before me had a complex case that took along time to sort out. Otherwise, fantastic experience.

10 . It would be helpful to have a means in the website to search for cancellations so you could change to a more convenient time without first having to give up the appointment time you have been assigned.

11 . Lo staff e' molto gentile e professionale!

12 . L'insoddisfazione sui tempi lunghi d'attesa con la prenotazione on-line e' stata comunque compensata dalla consegna immediata del passaporto rinnovato!

13 . incredible to walk out with a passport in minutes - great stuff!

14 . Ottimo servizio- veloce, gentile, completo.

15 . if you're asking for feedback, don't limit feedback to 250 characters

16 . The service was very good. I was surprised at how quickly I received assistance and very pleased that I did not have to return and pickup my new passport. It was processed within 30 minutes.

17 . Soddisfatto per l'informazione e tutti gli servizi. Grazie.

18 . Abbiamo preso un appuntamento due mesi fa. Nonostante questo, abbiamo dovuto aspettare quasi un'ora. Certo, gli impiegati sono stati molto cortesi e si sono scusati piu' volte per il ritardo, ma non bastano due mesi per prepararsi?

19 . Con grande piacere ho trovato un ottimo servizio

20 . Il servizio e' stato impeccabile. Impossibile migliorarlo.

21 . Eccellente servizio

22 . N. was very helpful and cordial.

23 . Everything was wonderful; thank you so such great service!!

24 . The service was efficient and pleasant.

25 . Svelti! Professionali! Impressive!

26 . Ottimo servizio e cortesia

27 . My experience was fabulous. Sig. C. was very professional and thorough. A 10!!

28 . Service was excellent! People were helpful and efficient.

29 . Signor A. T. era gentilissimo, simpatico ed molto efficiente! Grazie mille. Famiglia B.-R.