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**Appendix C**

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| **Client Reference Validation Form** |
| ***This form should be filled out by the vendor’s client as stated in Part III as a pre-requisite to GEG’s vendor qualification and registration process (只給供應商的客戶填寫)***  ***THIS IS A CONFIDENTIAL DOCUMENT. Please kindly provide relevant information from the last 12 months.*** |
| Vendor Name: |
| Client Name: |

|  |  |
| --- | --- |
| Questionnaire | |
| 1. What product(s) or service(s) does above vendor provides? | |
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|  | |
| 1. Based on the categories listed below, please give us your rating on the service quality rendered to your company by this vendor: | |
| Delivery Quality – Adhering to Contract Terms & Conditions | Excellent  Good  Fair  Poor |
| Staff Service Level | |
| Reliability | Excellent  Good  Fair  Poor |
| Efficiency | Excellent  Good  Fair  Poor |
| Staff Attitude | Excellent  Good  Fair  Poor |
| Enquiry, Quotation & Order Processing |  |
| Responsiveness to Urgent Requirements | Excellent  Good  Fair  Poor |
| Responsiveness to Ad-hoc or Additional Labor Requirement | Excellent  Good  Fair  Poor |
| Comprehensiveness of Quotations | Excellent  Good  Fair  Poor |
| Clarity of Freight Information | Excellent  Good  Fair  Poor |
| Clarity of Invoices | Excellent  Good  Fair  Poor |
| Handling of Complaints |  |
| Satisfactory Handling of Complaints | Excellent  Good  Fair  Poor |
| Accessibility of Customer Service | Excellent  Good  Fair  Poor |
| Prices, Terms and Conditions |  |
| Value for Money with Regards to Service | Excellent  Good  Fair  Poor |
| Customer Liaison | Excellent  Good  Fair  Poor |
| Value-Added Services Provided? | Yes  No  *If yes, please specify* |
| Past Performance |  |
| How long has your company been doing business with the vendor? | <1 year  1-5 years  5 to 10 Years  > 10 Years |
| Has your company noticed any change in their performance? | Yes, in a positive way  Yes, in a negative way  No Change |
| Has your company ever suspended business with the vendor due to poor performance? | Yes  No |
| 1. Total Value of Transactions for Last 12 months with the Vendor | Under HKD$10,000  HKD$10,001 to 100,000  HKD$100,001 to 500,000  Above HKD$500,000 |
| 1. Will you continue to purchase the products or services from the Vendor? | Yes  No  *please specify the reason(s):* |
| 1. Price Fluctuation During Last 12 Months | 0% - 5%  6% - 10%  11% - 25%  Over 25% |
| 1. Other Comments: |  |

Authorized Signature and Company Chop

簽署及公司蓋章

Name姓名 :       Date 日期 :

Position in Company 職位 :