



### **Customer Feedback Campaign**

The customer feedback campaign for Singapore Cruise Centre Pte Ltd (SCCPL) was officially launched on 5th October 2006. The purpose of this campaign is to gather information on the passengers' overall experience at the International Passenger Terminal, the Regional Ferry Terminal and Tanah Merah Ferry Terminal. Ratings are being sought for i) the quality of the facilities and cleanliness of the terminals and ii) the standard of service rendered by SCCPL's staff.

At HarbourFront, suggestion boxes are placed at 5 locations, namely:

1. Baggage Check-in Counter at Level 1;
2. Baggage Check-In Counter at Level 2;
3. Singapore Visitors Centre;
4. Ferry Departure Hall; and
5. International Passenger Terminal Linkway.

Over at Tanah Merah Ferry Terminal, the suggestion boxes are placed at:

1. Departure Holding Area;
2. Arrival Hall Meeting Area; and
3. Information Counter

Passengers and members of the public are urged to participate warmly in the above campaign and share with SCCPL experiences they have had in the terminal. This will greatly assist SCCPL in ensuring that its terminals continue to provide quality service to meet the needs of passengers.