



Customer Satisfaction Survey

Espírito Santo Pilotage

February/2019

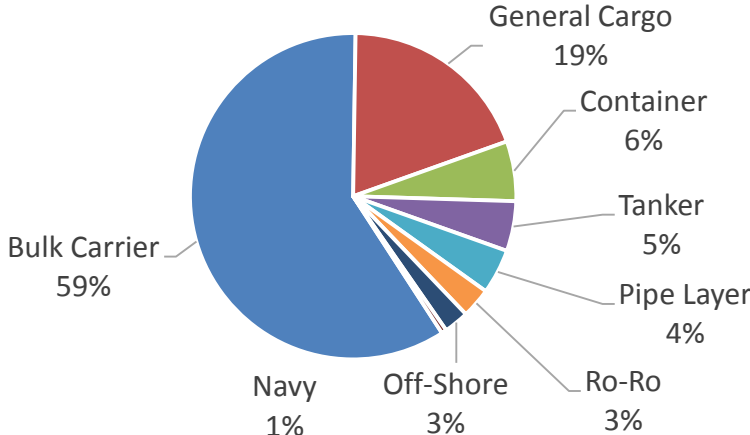


Customer Satisfaction Survey

Enquiry participants

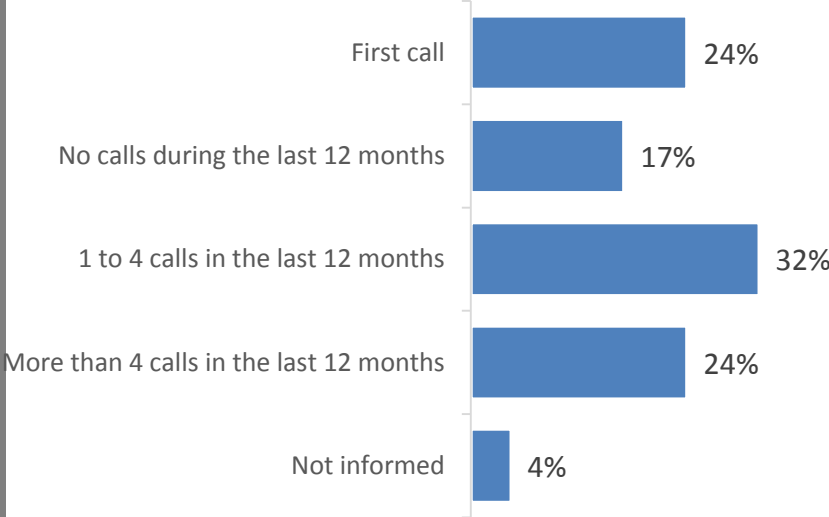
Questionnaires answered: 203

Vessel Type



Bulk carrier and general cargo vessels account for approximately 80% of the sample

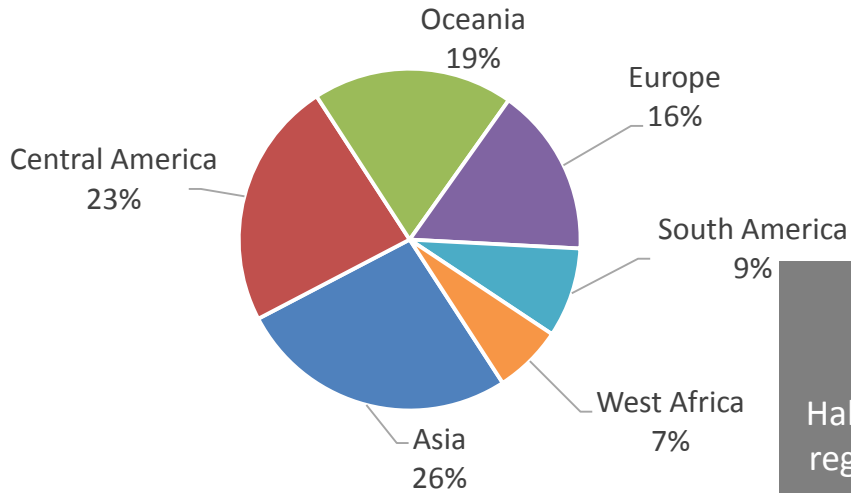
Frequency of Calls at Espírito Santo Ports



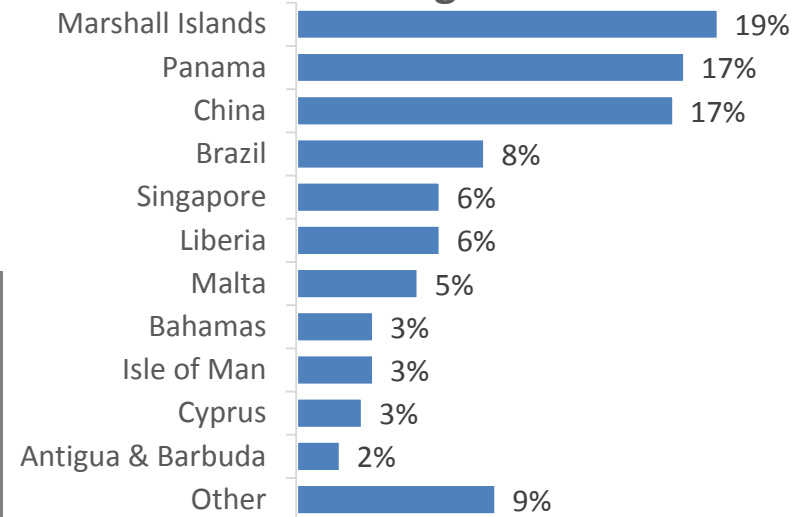
Customer Satisfaction Survey

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Flags by Region



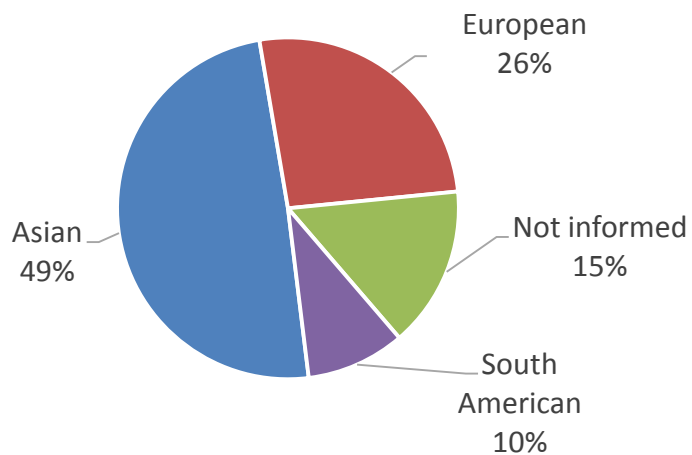
Flag States



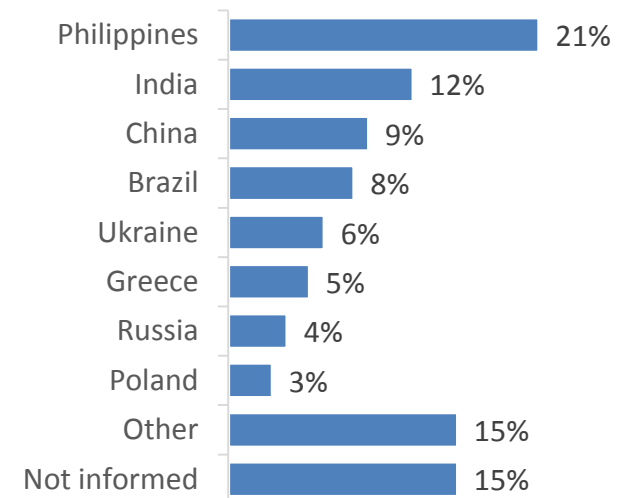
Half of the vessels are registered in Asia and Central America.

Half of the captains are from Asia.

Origin of Captains



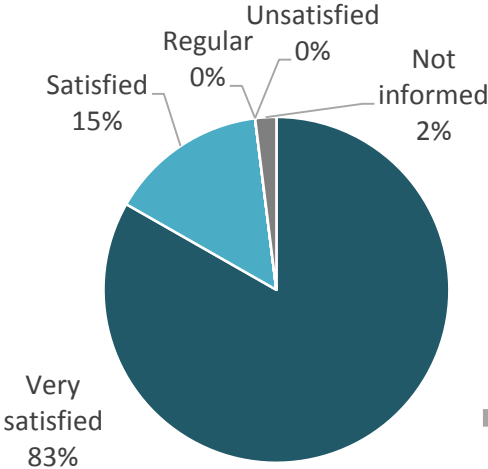
Nationality of Captains



Customer Satisfaction Survey

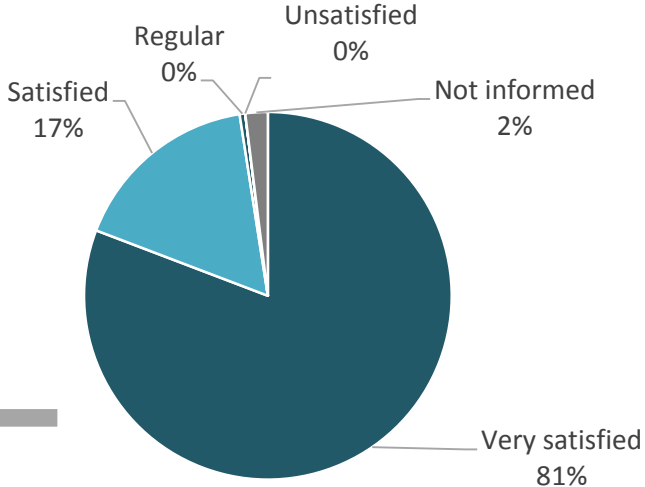
Main Results

Level of overall satisfaction

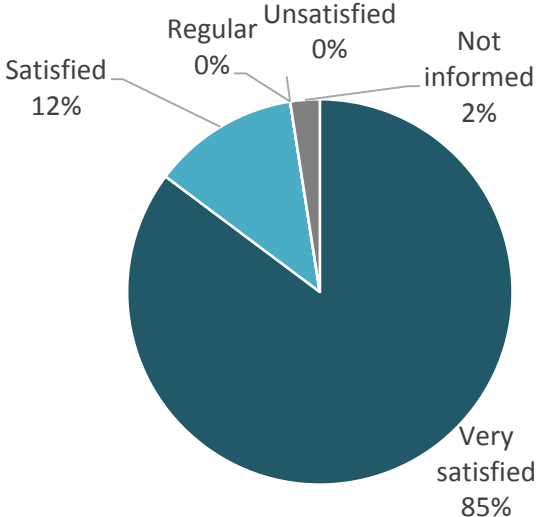


98% of the captains are satisfied with the Espirito Santo Maritime Pilotage service

Pilots punctuality



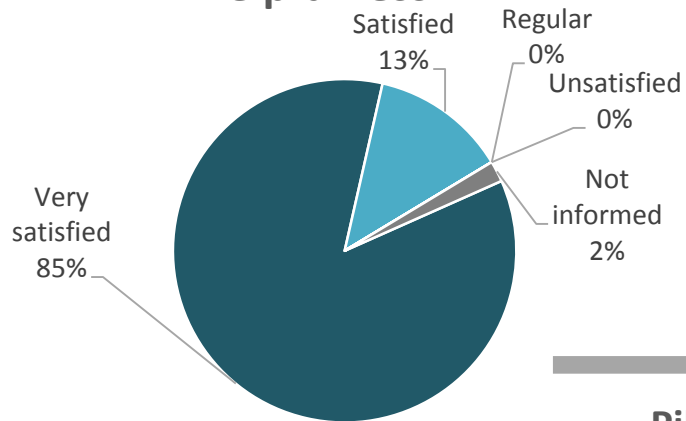
Pilots committed to safety



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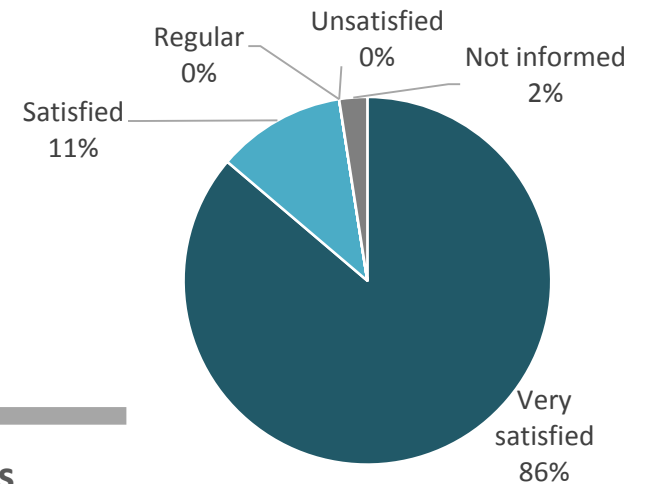
Main Results

Pilot Station radio operators helpfulness

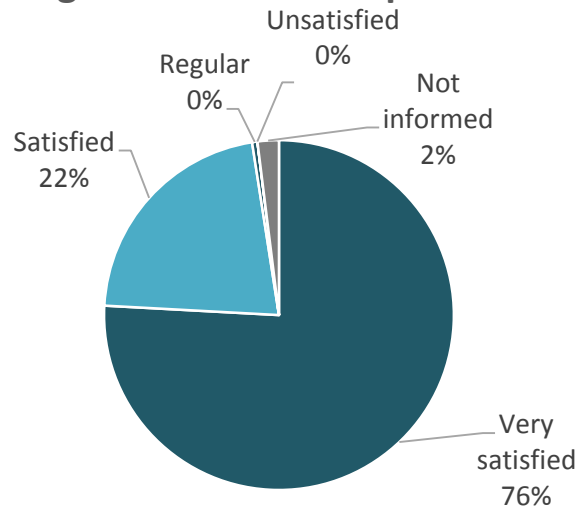


98% of the captains are satisfied with the services provided by ES Maritime Pilotage, compared to the **best practices** around the globe

Pilots skilled and professional

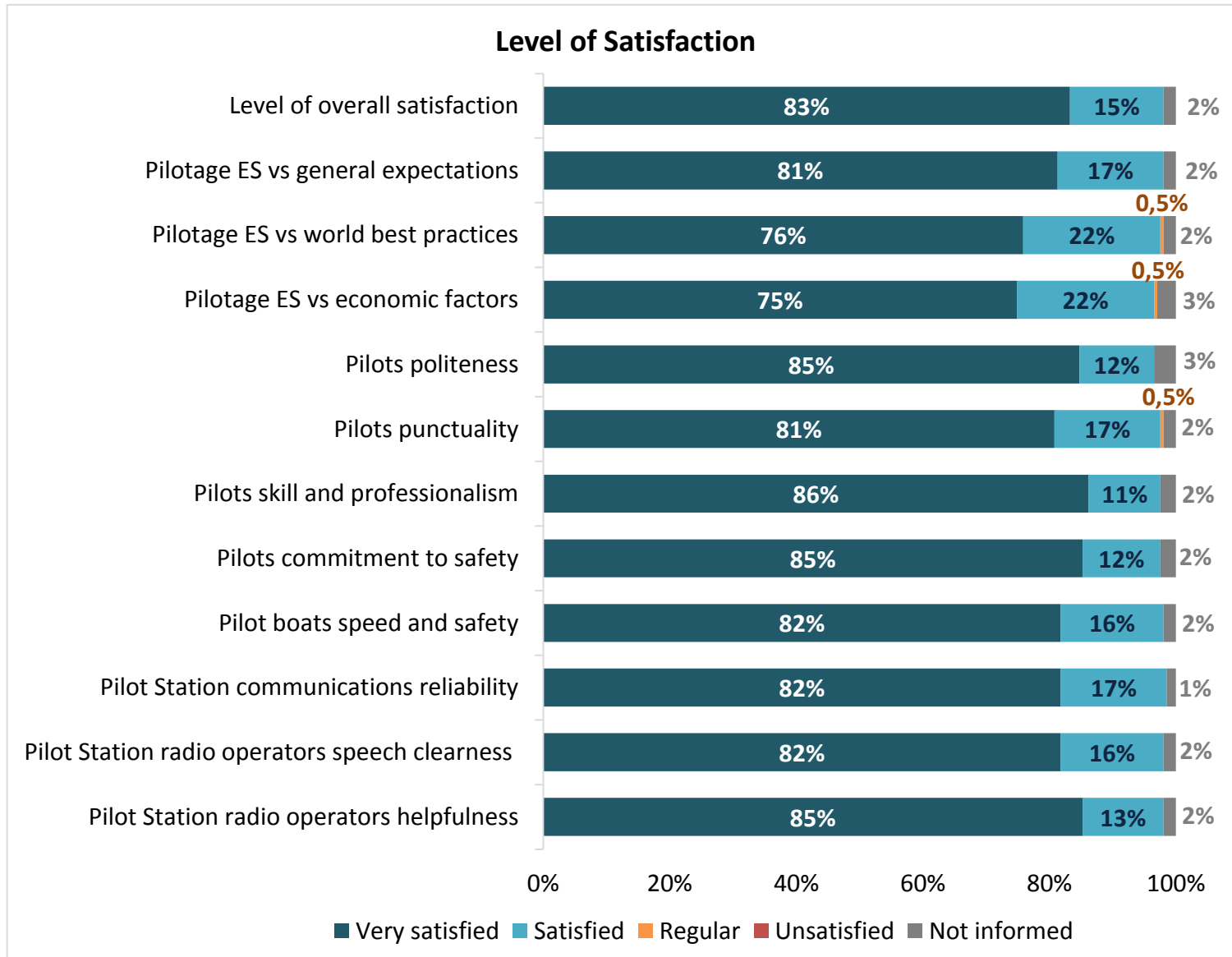


Pilotage ES x world best practices



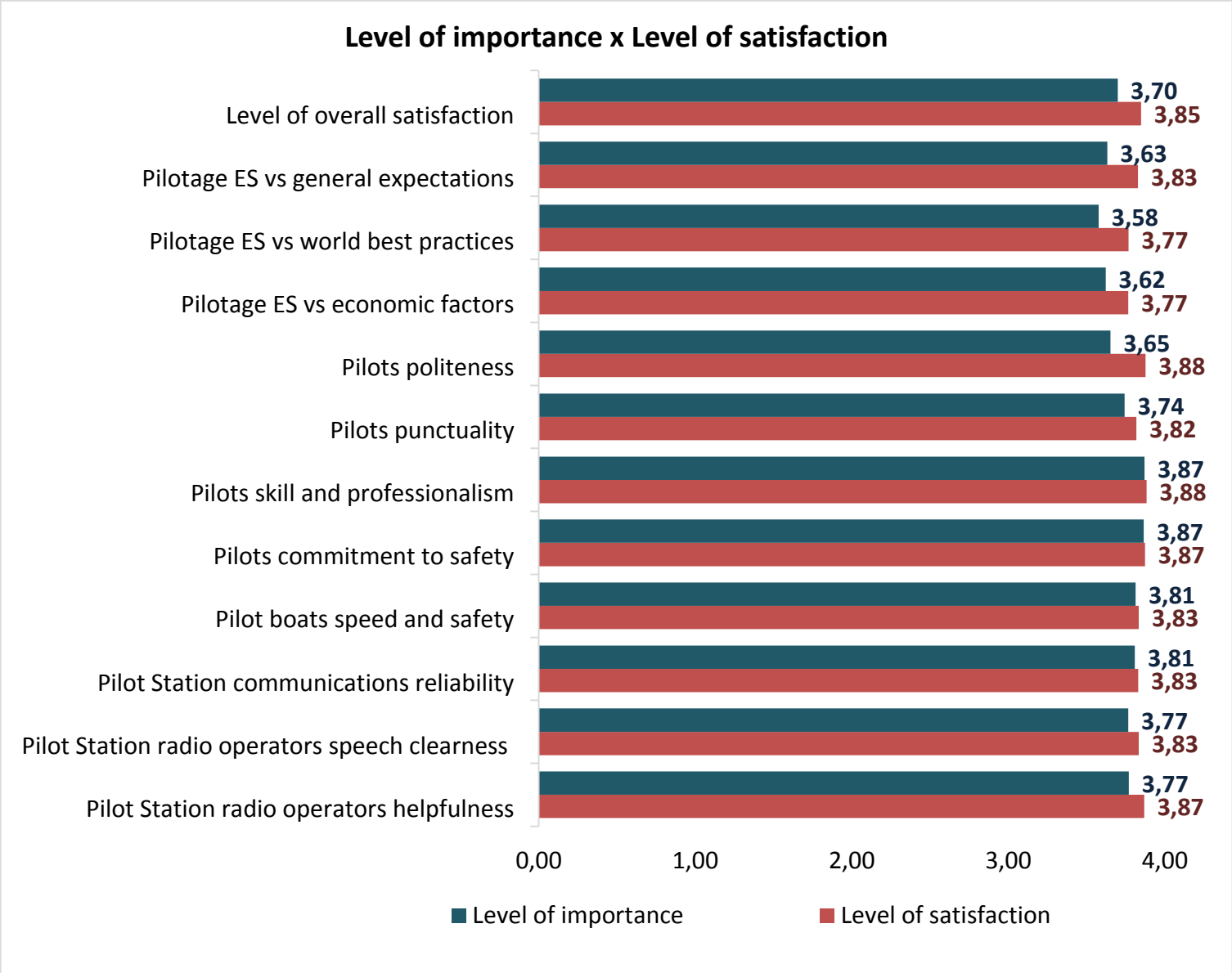
Customer Satisfaction Survey

All Results



Customer Satisfaction Survey

All Results



Maximum score: 4

Customer Satisfaction Survey

Some Compliments Received



Some compliments Received:

“I consider the pilotage service in this port is above the average. The service provided here is by far better than others around the world are.” MV KAI XUAN

“I have been visiting port of Portocel and Vitoria for well over 25 years. I can confidently say pilots here are highly professional.” MV SAGA VIKING

“I have been in the port of Vitoria for more than 20 years and have always been treated very well. I congratulate everyone for his service and attendance.” Pipe Layer SEVEN SUN

“The ES Pilotage has been innovative in attending the ships, compared to the best pilots, such as the Europeans, from Singapore and others.” MV PIO GRANDE

“Good assistance always delivered by the Espírito Santo maritime pilots. This guarantees sustaining of expected results. Overall pilots demonstrate a very high degree of expertise in delivering consistent high quality performance.”
Pipe Layer SEVEN SUN

“Pilots are very skilled, professionals. They are very helpful for me as a captain for a safety maneuver. Keep up the good works.” MV SAGA FREYA

“Pilots have a very good knowledge and very well experienced. They are very professional and can work as a team with vessels crew.” MV SEAHARMONY

“Over the course of more than seven years operating in port of Vitoria the Espírito Santo maritime pilots have presented a good job. Congratulations on the pilot boarding safety standards and tips.” MV LOG-IN PANTANAL

Customer Satisfaction Survey

Main Compliments

"The pilot station call the vessel on arrival and give the ship's information in time. it is very important for the vessel. Also, the pilot station give the pilot boarding time about 2 hours in advance. It is very excellent." MV HU PO HAI

"Pilot entering my vessel to Praia Mole Pier 2 was very good, highly skilled and very kind. Not always can be seen pilots like him worldwide." MV WESTERN BOHEME

"Good communication between captain and pilot. Pilot is gentle, skilled and safe in operations. It was excellent, nothing negative." MV NSU ULTIMATE

"Overall experience of the pilot services at Praia Mole has been to the most of my satisfaction." MV BABITONGA BAY

"Vessel's bridge was completely satisfied with quality of pilotage services provided by ES maritime pilots well professional and had good attitude." MV ATHENIAN PHOENIX"

"Very professional approach by all pilots & proficient in their job" MV BERGE JAYA

General compliments:

"Excellent pilotage service."

"High level of professionalism."

"Very professional. Keep it up!"

"Pilots are very polite, skillful and professional."

"Pilots are competent, friendly and hospitable."

"Thanks a lot."

"Good performance."

"The pilots are polite and very helpful."

"Excellent job done."

"The pilots are highly qualified and experienced."