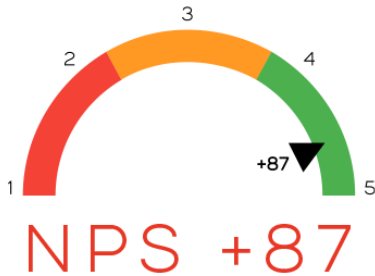


EVALUATION REPORT

NOVEMBER 2024

Auckland International Seafarers Centre

Net Promotor Score



An NPS score measures customer loyalty by looking at their likelihood of recommending a given business.

Our score is now above 85 for the third month in row!

The score is one way of explaining why crew make a habit of visiting the centre every night during their port call.

Service Satisfaction



We asked seafarers who had used our service to rate our performance out of five stars. Three months in a row they scored us 4.8 stars.

4.8

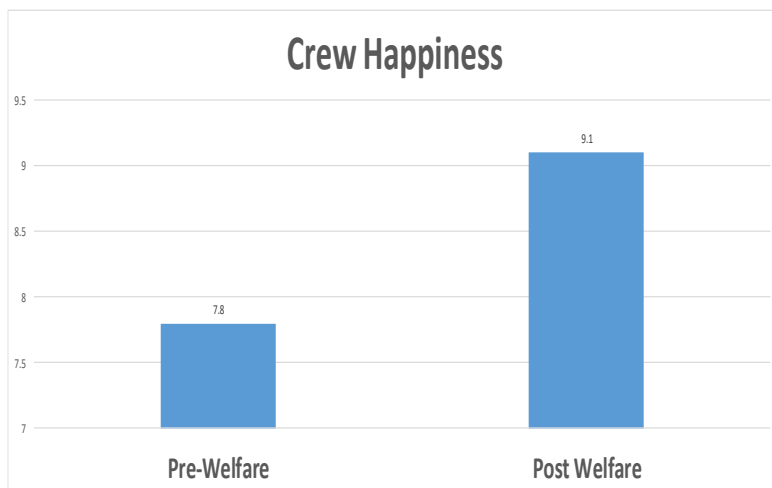
Well done to everyone who helps maintain this high rating.

In their own words

“It helped a lot by having a reliable internet connection.”... “Your team at Auckland and other ports is doing very good job. Generally seafarers appreciate your kindness”.... “Breeze of refreshment for onboard crew. Feeling connected and respected is always special” ...“it helps us in our short port stay to use to maximum” “Receiving a support from your team is very important especially if we need help.”“We are so glad that we are seafarer that there is a nation New Zealand, USA, Australia and Germany know how to care for us. As we are so lonely onboard far from our love one's.”

It makes them happy!

Crew were asked to rate their happiness before and after receiving support.



Maritime Welfare Ltd delivers services at the AISC with grant funds from Maritime NZ and local partners.