

CUSTOMER SATISFACTION SURVEY



It would help us considerably if you would complete the following.

This form can be filled in on your computer and emailed back to us saving time and paper

NAME OF GROUP / COURSE TITLE (eg. Lloyds TSB or BCU 1*):	COURSE DATE

Please indicate your feelings about the course as follows:

5
Excellent

4
Very Good

3
Fair

2
Not Good

1
A Problem

We would welcome further comments below or overleaf, whatever the scores. This helps us to build on our strengths and allows us to improve. Please do explain further if you record scores of 1 or 2; if so we will look into the matter and get back to you.

General	Did you feel the course met your requirements?	
	Was the course well structured?	
	Was the course enjoyable?	
Our Staff	Did staff have a good rapport with the group?	
	Was the information delivered in a clear and helpful manner?	
Instruction	How would you rate manners of Instructors?	
Safety	How would you rate safety?	
	How would you rate the equipment provided?	
Accommodation	Standard of rooms?	
	Friendliness and helpfulness of staff?	
	Standard of food?	
Service	How would you rate correspondence and administration	
	Do you feel you received value for money?	
	Would you choose to use our services again?	

Any other comments

Any other comments

Thank you very much for your time - this should help us to continue to improve our service.

Print Form

Submit by Email