

# Feedback Survey



# Central Taxis



**Fax Reply to Customer Services on 0131 221 2235**

From Name:

Acc Code (optional):

Address:

Email:

Please indicate your level of satisfaction with the following aspect of the service we provide by ticking the appropriate box and adding your valued comments.

## 1: Booking

	Excellent	V/Good	Average	Poor
(a) Was your call answered quickly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Were your details taken correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Was the telephonist polite and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 2: Journey

	Excellent	V/Good	Average	Poor
(a) Was your taxi on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Was your driver polite and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Was your driver smartly dressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Was the taxi clean?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 3: Complaints

When you have had occasion to complain:-

	Excellent	V/Good	Average	Poor
(a) Were you listened to sympathetically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Were you replied to promptly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Were you happy with the outcome?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 4: Service Improvements

At Central, we are always looking to improve the service to all our customers, we would like to know if you were interested in the following products, please tick the box if you would welcome these.

(a) Online Booking

(b) Electronic invoicing

## 4: Any other comments

*Thankyou for taking time to fill in this information, as it is one of the ways we have identifying specific areas in which we can improve the business. Please use the FAX back facility for quickness.*