

(logo and text company) Customer Satisfaction Questionnaire

Thank you for completing this questionnaire which will help us to improve your service in the future.

1. How easy was it to book your taxi?

very easy []

easy []

quite easy []

quite difficult []

very difficult []

2. What did you think of your driver?

did you feel safe? Yes [] No []

on time ? Yes [] No []

smart? Yes [] No []

pleasant & helpful? Yes [] No []

3. What did you think of the car?

was it clean? Yes [] No []

was it comfortable? Yes [] No []

did you have enough space ? Yes [] No []

4. Did the journey represent value for money?

Yes [] No [] Don' know []

5. Where did you hear about us?

6. Would you recommend us to other people? Yes [] No []

7. On a scale of marks out of 10 how would you rate us? (1=poor 10 =excellent)

8. Is there anything else we could do to improve our service?

9. Do you have any other comments?

Thank you for completing this questionnaire. Please return via email or post to