

Client Satisfaction Survey

Drivers - How would you rate:		Poor			Excellent	
1	Our drivers in terms of friendliness?	1	2	3	4	5
2	Our drivers in terms of personal presentation?	1	2	3	4	5
3	Our drivers in terms of reliability and time keeping?	1	2	3	4	5
4	Our drivers with regards to safe and comfortable driving?	1	2	3	4	5
5	Our driver's communication skills?	1	2	3	4	5

Bookings/administration - How would you rate:		Poor			Excellent	
1	Our reception in terms of accuracy when transferring your call to the right area?	1	2	3	4	5
2	Our service delivery team with regards to accuracy when booking your transport?	1	2	3	4	5
3	The friendliness and professionalism of our service delivery team?	1	2	3	4	5
4	Our service delivery team in terms of communication skills?	1	2	3	4	5
5	Our service team's ability to provide an answer to your queries?	1	2	3	4	5

Service - How would you rate:		Poor			Excellent	
1	St George Community Transport with regards to prompt delivery of service?	1	2	3	4	5
2	St George Community Transport with regards to the transport options on offer?	1	2	3	4	5
3	The cost of using transport services?	1	2	3	4	5
4	Your overall level of satisfaction with St George Community Transport?	1	2	3	4	5
5	Your likelihood of recommending St George Community Transport to your friends?	1	2	3	4	5

Please comment if you have any further feedback:
