

NATAS Customer Satisfaction Survey Form: Corporate Ticketing

how satisfied have you been with our service in the following aspects?

Please COLOR (preferably red) your ratings		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1.	Ease of reaching us	1	2	3	4	5
2.	Courtesy of our Customer Service Agent	1	2	3	4	5
3.	Responsiveness of our Customer Service Agent	1	2	3	4	5
4.	Efficiency of our Customer Service Agent	1	2	3	4	5
5.	Our ability to offer the most suitable travel solution	1	2	3	4	5
6.	Our flexibility in handling your change requests	1	2	3	4	5
7.	Your overall travel booking experience	1	2	3	4	5

8. To help us further improve our service, we welcome your feedback:

Compliments:

Customer Service Agents ~~has~~ (CSA) have been efficient, attentive and friendly.

Feedback:

There was one when CSA did not return call after a couple of hours wait.

This questionnaire is filled in by:

Name Ms. Engelyn Seah

Company N.A.

Date 8 August 2011

Thank you for taking time to give us your invaluable feedback