



CUSTOMER SATISFACTION SURVEY

Code: RE-04-01
Rev: 01
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In order to improve our customer services, we ask that you take a moment to answer the following questionnaire. Please mark the relevant box with an X, selecting a number between 1 and 5 for each statement, with 1 being the lowest rating and 5 the highest. We also ask that you choose the two aspects you feel are the most important.

Customer:

Client: Feel free to submit the questionnaire anonymously.

Type of service evaluated:

- Occasional service
- School service
- Regular line service

Services for customer valuation	Valuation				
	1	2	3	4	5
1. Punctuality of our service					
2. Courtesy and professionalism of our drivers					
3. Where applicable, the services you received from our office (information provided, rapid response, etc.)					
4. Quality of our buses					
5. Cleanliness of our buses					
6. Where applicable, value for money					
7. Where applicable, dealing with any complaints received					
8. How would you rate our overall service?					

Out of the 8 aspects listed above, please select two that you consider the most important when evaluating the services provided by GOMSERBUS:

1	2	3	4	5	6	7	8
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Observations and suggestions:

Thank you for your cooperation. Don't forget to send us your questionnaire, either by fax: 981505019, email: gomserbus@telefonica.net, vial one of our drivers, or by post to GOMSERBUS, C/Niso Rodríguez N°6-2º - 15800 - Melide

Valuation (to fill by GOMSERBUS)