

# CUSTOMER SERVICE QUESTIONNAIRE

As part of AVTES' Customer Service practices, it was determined that a "Customer Service Questionnaire" should be completed by visiting clients and students in order to ascertain what areas of our customer service should be further developed and/or incorporated into our organisational structure.

Accordingly, it would be greatly appreciated if the below table could be completed by placing a ✓ inside the most relevant cell before placing same in the Comments/Feedback box provided.

CUSTOMER SERVICE – TOPICS	RATING			
	POOR	FAIR	GOOD	EXCELLENT
Staff greeted you in a positive and friendly manner				
Staff listened attentively to what you had to say				
Staff were confident in their approach				
Staff addressed your needs accurately				
A positive attitude/impression of AVTES was established				
You were pleased with the outcome of your visit				

**Additional Comments:**

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**Thank you for completing this Customer Service "Questionnaire".  
Your feedback is greatly appreciated.**