

Galloway

QUESTIONNAIRE

Thank you for travelling with Galloway and choosing us as your coach hire provider.

We would be most grateful if you could spare us a few moments of your time to complete our questionnaire.

YOUR DETAILS

FULL NAME	
GROUP/ORGANISATION	
ADDRESS	
POSTCODE	
TELEPHONE NUMBER	
MOBILE NUMBER	
E-MAIL ADDRESS	

DATE OF HIRE

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DRIVERS NAME

NAME	
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BOOKING PROCEDURE

1. During the stages of both your enquiry and booking, how would you rate our sales team?

	EXCELLENT	GOOD	SATISFACTORY	POOR
HELPFUL				
FRIENDLY				
KNOWLEDGEABLE				

2. Do you know who you spoke with?

NAME	
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3. Was our confirmation and payment procedure simple to follow and efficient?

YES	
NO	

THE COACH

1. How would you rate the coach provided?

	EXCELLENT	GOOD	SATISFACTORY	POOR
CLEAN				
COMFORTABLE				
WELL PRESENTED				

2. Was the coach warm or cool enough during the day?

YES	
NO	

THE DRIVER

1. How would you rate the presentation of your driver?

EXCELLENT	
GOOD	
SATISFACTORY	
POOR	

2. Did your driver arrive at your boarding point on time?

YES, IN GOOD TIME	
ONLY JUST IN TIME	
NO, THE COACH ARRIVED LATE	

3. Was he/she polite, friendly and helpful?

YES	
NO	

4. Did he/she assist your passengers at the steps when boarding and disembarking?

YES	
NO	

5. Was your driver fully aware of all the details of your hire?

YES	
NO	

6. Did he/she check your hire requirements with you at the start?

YES	
NO	

7. Did he/she introduce him/herself at the start of the hire, and did he/she make the required safety announcements.

YES, VERY WELCOMING AND PROFESSIONAL	
YES, BUT MATTER OF FACT	
NO, NO INTRODUCTIONS OR ANNOUNCEMENTS	

8. Did his/her driving style and speed encourage relaxation and enjoyment of your journey?

YES	
NO	

9. Did the driver make any effort to enhance your enjoyment of the day?

YES – HE/SHE MADE A BIG DIFFERENCE	
NO – BUT WE WERE SATISFIED	
NO – WE WERE DISAPPOINTED	

VALUE FOR MONEY

Do you feel your coach hire was good value for money?

YES	
NO	

MARKETING

Finally, where did you hear about Galloway?

TRAVELLED BEFORE	
YELLOW PAGES	
BUSINESS PAGES	
SEARCH ENGINES	
RECOMMENDATION	
WEBSITE	
MAILSHOT	

ANY OTHER COMMENTS

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Thank you for taking the time to complete this questionnaire, we appreciate your feedback.
Please feel free to return your completed questionnaire via e-mail or post.

Galloway European Coachlines Limited
Coach Hire Department
Denters Hill
Mendlesham
IP14 5RR

coachhire@gallowayeuropaean.co.uk