

## Customer Service Survey

### Instructions

This is not a course evaluation form. If you'd like to provide comments on your learning experience, please use our Teachers' Feedback Form. This survey is designed to collect information our administrators need to help serve you better. If you have called to make an enquiry, or if you have arranged a course, this form is for you. Every survey response is critically reviewed to find opportunities for improvement. Thank you.

1. Customer service was friendly, prompt and helpful.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

2. Information was clear, concise and useful.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

3. Website was easy to use with plenty of useful information and free resources.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

4. DTA's fixed price, all inclusive fee structure represents good value.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

5. We will use Driver Training Australia in the future.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

6. I would recommend Driver Training Australia.

1	2	3	4	5
Not Really	Somewhat	Not Sure	Agree	Definitely

7. Any other comment?

**Name:**

**Company:**

