

CUSTOMER SATISFACTION SURVEY



May 2016

Dear Trial Lesson Flyer,

The Cambridge Aero Club is focused on creating and enhancing enjoyable experiences. We aim to provide exceptional service, and are collecting feedback on how we perform.

Therefore we would be grateful if you could spare a few minutes to complete the following questionnaire, so we can endeavor to be the best we can be!

Please circle the number that best suits your rating **1 being the lowest and 10 being the highest.**

1) How do you rate our Instructors on the following?

Approachability	1	2	3	4	5	6	7	8	9	10
Availability	1	2	3	4	5	6	7	8	9	10
Knowledge	1	2	3	4	5	6	7	8	9	10

What do you think can we do to improve?

2) Please rate the Reception area on the following?

Reception service	1	2	3	4	5	6	7	8	9	10
Facilities	1	2	3	4	5	6	7	8	9	10

And tell us how you think we can improve this department?

1 being the lowest and 10 being the highest

3) Please tell us what you thought about the quality of our Aircraft?

1 2 3 4 5 6 7 8 9 10

4) How would you rate your value for money with the service you are provided?

1 2 3 4 5 6 7 8 9 10

5) How likely are you to recommend Cambridge Aero Club to a friend?

1 2 3 4 5 6 7 8 9 10

6) How likely are you to come back and fly with us again?

1 2 3 4 5 6 7 8 9 10

7) Overall, how did you enjoy your experience at Cambridge Aero Club

1 2 3 4 5 6 7 8 9 10

Please note any additional comments you may have on how we can improve our business.

Thank you for giving us the opportunity to improve our services. We appreciate your custom and want to make sure we meet and exceed your expectations.

Yours sincerely,

Cambridge Aero Club