

CUSTOMER SERVICE QUESTIONNAIRE

We would appreciate if you would take just a few minutes of your time and let us know how we did!

Date: _____

Your Name: _____

Reservation Date: _____

Type of Reservation: _____

1. Was your call answered promptly? _____
2. Was the reservation consultant professional, courteous, and efficient? _____
3. Did the consultant announce with whom you would be speaking with? _____
4. If yes, do you remember their name? _____
5. Was the assigned chauffeur on time? _____
6. Was the Chauffeurs appearance professional? _____
7. Did the Chauffeur perform his duties well? Opened doors _____, Helped you in and out of the vehicle _____, Handled and loaded the luggage if this was an airport reservation _____,
8. How was the appearance of the vehicle that you rented? _____
9. Did you receive the amenities that you were told you would with your type of reservation? _____

If you answered NO...what was missing? _____

10. Would you choose to use Total Image Limousine Service again? _____

11. If you answered NO, please explain why, so we may make improvements:

12. How often do you or one of your family members use limousine transportation? _____

13. Have you used another company before using Total Image Limousine Service? _____

14. If yes...how did our service compare to the prior company? _____

15. What made you decide to try another transportation service? _____

16. How did you hear of Total Image Limousine Service? _____