

## **Customer Questionnaire & Feedback Form**

Dear Customer

We would like to take this opportunity to thank you for choosing Heart of England Narrowboat holidays and hope your holiday has exceeded your expectations

To ensure we maintain and constantly improve our service to our customers, can you please take a few minutes during your holiday to fill in this questionnaire and feedback form. Please hand it to a member of our staff on your return.

We hope you have a very enjoyable holiday.

Boat Name ..... Customer name ..... Date .....

E mail address.....Contact Tel No.....

Please score us on our performance and service **5=Excellent, 4=Very Good, 3=Good, 2=Average, 1=Below Average**)

<b>Process</b>	<b>Comments</b>	<b>score</b>
<b>How did you hear about our company initially?</b>		
<b>How did you find the booking process?</b>		
<b>How was the information received before your departure</b>		
<b>On arrival at the boat yard were your expectations met by our representatives</b>		
<b>Did your hire boat meet with your requirements?</b>		
<b>Was your hire boat presented to you in a clean condition</b>		
<b>Was the handover carried out in a professional and knowledgeable manner</b>		
<b>Did the boat and its equipment meet with your needs</b>		
<b>What if anything, would you like to see added to the boats inventory</b>		
<b>Did you feel that our boat was maintained and presented to a level that was satisfactory to you</b>		

<b>Did you enjoy the area in which you took your holiday</b>		
<b>How would you rate our level of customer service at the boat yard</b>		
<b>Would you hire our boats again in the future?</b>		N/A
<b>Would you recommend us to friends and family for a holiday</b>		
<b>Is this your first narrowboat holiday</b>		N/A
<b>Do you think our pricing structure is good value for money</b>		
<b>Taking everything into consideration, how was your holiday overall</b>		
<b>Please insert any further comments, suggestions or indeed ideas where we can improve in the box to the right</b>		N/A

We thank you in advance for taking time out to complete this form and more importantly for choosing us to holiday with. If there are any aspect of your holiday that you would like to discuss further please feel free to contact me personally. I take your safety and holiday enjoyment very seriously and my time is always available to any customers with comments, both good or bad. We are a family run business and want you our customers to leave 100% happy with your holiday experience.

We are always looking for new pictures of our boats on holidays for our brochures and website. If you have any you would like to share, please email them to me at the address below. Any we use will result in discount vouchers for any subsequent holidays

Kind Regards and Thankyou

*Neil Phillips*

Neil Phillips

Managing Director

Heart of England Narrowboats

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