



# CUSTOMER SATISFACTION SURVEY

At the initial contact, what was your first impression of MALE?

*Excellent.*

Was the presentation helpful in identifying your children's need and future requirements?

*Yes.*

Please circle the number you feel best describes your rating of our Agent in terms of:-

	Excellent	Above Average	Average	Below Average
Respect for your family	<u>10</u> 9 8	7 6	5 4	3 2 1
Honesty	10 <u>9</u> 8	7 6	5 4	3 2 1
Answers to your questions	<u>10</u> 9 8	7 6	5 4	3 2 1
Competence	10 9 8	7 <u>6</u>	5 4	3 2 1
Confidence	10 <u>9</u> 8	7 6	5 4	3 2 1
Product Knowledge	<u>10</u> 9 8	7 6	5 4	3 2 1
Clear Explanation	<u>10</u> 9 8	7 6	5 4	3 2 1

In your own words, how would you describe our tutors attitude and manners whilst he/she was in your home?

*Very good.*

Do you remember anything special about the tutor?

*Very helpful and nice.*

**What was the most important reason for you to enrol your child/ren in the program?**

*Help with mathematics.*

**Have your children used the tutor support centre for help? YES / NO**

**If yes, how would you describe your dealings with our tutor support centre?**

*Fine.*

**As parents what positive changes have you noticed in your children since enrolling them in the program?**

**Name of Child**

**Significant Changes**

*Stacey*

*Better with maths.*

**Name of Child**

**Significant Changes**

*Jessica*

*Help with maths and English.*

**Have you seen an improvement in your child/rens Maths and English understanding and/or performance?**

*Yes.*

**Has your child/rens marks improved for class work and or homework?**

*No reports yet.*

**What advice would you give to someone trying to decide whether to go ahead?**

*Tell them to go ahead.*

**What is your overall impression of Maths and Learning Excellence?**

*Very good.*

**Would you feel comfortable recommending other families to be enrolled in the program?**

*Yes.*

**Thank you for taking time to complete our survey.**

**Name (Parent) *REMOVED***

**Date: *7/12/05***

