



# CUSTOMER SATISFACTION SURVEY

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

*Very Impressive.*

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	10 <u>9</u> 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	<u>10</u> 9 8	7 6	5 4	3 2 1
Confidence	<u>10</u> 9 8	7 6	5 4	3 2 1
Product Knowledge	<u>10</u> 9 8	7 6	5 4	3 2 1
Clear Explanation	10 <u>9</u> 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?

*Fine – No problems.*

Do you remember anything special about the tutor?

*Always polite and smiling.*

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

*To help with their education and learning.*

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

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

**Name of Child**

**Significant Changes**

*Alex*

*More eager than before.*

**Name of Child**

**Significant Changes**

*Kristy*

*Learning new things all the time and  
Enjoying it!*

**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 school reports back yet.*

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

*Definitely worth the money.*

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

*Excellent.*

**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: *15/12/05***

