



CUSTOMER SATISFACTION SURVEY

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

Was impressed and signed up to buy the program to help Wade improve his maths.

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 9 8	<u>7</u> 6	5 4	3 2 1
Honesty	10 9 8	<u>7</u> 6	5 4	3 2 1
Answers to your questions	10 9 8	7 <u>6</u>	5 4	3 2 1
Competence	10 9 8	<u>7</u> 6	5 4	3 2 1
Confidence	10 9 8	7 <u>6</u>	5 4	3 2 1
Product Knowledge	10 9 <u>8</u>	7 6	5 4	3 2 1
Clear Explanation	10 9 <u>8</u>	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?

Polite. Very helpful.

Do you remember anything special about the tutor?

I could ring him anytime I had a problem or question.

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

To improve his maths and to build his self-esteem.

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?

Very helpful.

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

Name of Child

Significant Changes

Wade

Become happier in himself.

Name of Child

Significant Changes

Chad

Enjoys being challenged.

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

A slight improvement.

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

Yes, in some areas.

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

It works if your child is prepared/happy to use it everyday.

What is your overall impression of Maths and Learning Excellence?

I like the program..

Thank you for taking time to complete our survey.

Name (Parent) *REMOVED*

Date: 15/12/05

