



CUSTOMER SATISFACTION SURVEY

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

Fantastic.

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

Excellent.

Do you remember anything special about the tutor?

Was exceptionally nice to the kids!.

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

To help them cope with future school work and overall confidence.

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

Justin

Confident using CAMI

Name of Child

Significant Changes

Kelsey

Confident also.

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

Definitely Justin from looking at his maths sheets that he brings home.

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

Yes, but they have always seemed to cope at school.

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

Do it! But be prepared to put in the work too as a parent.

What is your overall impression of Maths and Learning Excellence?

It's great. Caters for all kids based on their ages.

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: *10/12/05*

