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"Where professional advice and quality service matter most"



Your booking
is safe with us



Accredited
Agent



MEMBER

ACCREDITED

Traveller's Name: _____ Areas visited: _____
Departure Date: _____ Returning Date: _____
Carriers/Suppliers Used: _____
Class / Style: _____

VALUED CLIENT WELCOME BACK HOME QUESTIONNAIRE

As an ongoing commitment to our valued clients, we endeavour to provide the best possible assistance by maintaining a high standard of service from our staff and suppliers alike. To achieve this goal we kindly ask you to participate in our survey. Please tick the boxes and feel free to comment where appropriate.

In appreciation, upon completion of this survey an automatic entry is made by us into our AXIS "WELCOME HOME" QUESTIONNAIRE win a free gift ranging from Travel packs, Movie passes, lottery tickets or other mystery prizes, drawing one entry per week.

Please complete areas that apply to your recent Travel organised by Axis Travel Centre.

My consultant was _____.

To rate us below, all you need is to LEFT-CLICK your Mouse Key to enter a "TICK".

	Excellent 5	Good 4	Average 3	Poor 2	N/A
Consultant's Service:					
1) Greeted and assisted to my needs promptly.					
2) Was courteous and professional in all my dealings.					
3) Was knowledgeable and provided helpful suggestions.					
4) Was able to meet with all my needs and provided timely follow up.					
5) Completed the transactions efficiently and accurately.					
AXIS TRAVEL Services:					
6) The Axis Travel itinerary layout was precise, accurate and contained useful information.					
7) The after sales and/or after hours services used by me via Axis Travel Centre Office or staff was:					
TRAVEL COMPONENTS used:					
8) How would you rate the airlines, as far as their ground handling and in-flight services?					
9) How would you rate the hotels, as far as room availability on arrival, their facilities, room service, location & access?					

10) The car rental was supplied by _____ and would rate as far as:	Excellent 5	Good 4	Average 3	Poor 2	N/A
(1) Available and on time					
(2) Cleanliness					
(3) Met your requirements					
11) The cruise ship was supplied by _____ and would rate as far as:	Excellent 5	Good 4	Average 3	Poor 2	N/A
(1) Service and comfort					
(2) Facilities & Entertainment					
(3) Ports of call					
(4) Met your expectations					
12) The coach tour was supplied by _____ and would rate as far as:	Excellent 5	Good 4	Average 3	Poor 2	N/A
(1) Service and comfort					
(2) Tour guide/escort					
(3) Itinerary & inclusions					
(4) Met your expectations					
13) Overall how well did we rate with your service expectations?					

Were you informed about our exclusive 24 x 7 and/or 'BOOKSAFE Agent' Protection?

Yes [] No []

Additional Comments / Feedback:

If you wish us to send you relevant information, to which area, on what Cruise or on which Airline would it be??

What is your usual class or standard of travel? Please tick.

	Deluxe (5-star)	First Class (4-star)	Standard (3-star)	Budget (2-star)
DOMESTICALLY				
INTERNATIONALLY				

Main Interests and Hobbies are:

Opera & Theatre	[]	Musicals	[]	Food & Wine	[]	Shopping Tours	[]
Special VIP Events	[]	Sports. What type?	[]	Gardening	[]	Rock Concerts	[]
A hobby of? _____	[]	Walking	[]	Arts & Crafts	[]	Movies / Drama	[]
Museums & Art Galleries	[]	Adventure Tours	[]	Deluxe Cruising / Hotels	[]	Relax and Spa	[]

Would you use or recommend the services of Axis Travel Centre to others?

[] Yes [] No

Explain (why?): _____

Once completed, please save this questionnaire and email to:

manager@axistravel.com.au

OR print out and send in an envelope by FREEPOST (WITHOUT ANY STAMP) to: **AXIS TRAVEL CENTRE**
Reply Paid 84110, Fullarton SA 5063

OR print out + fax to:

(08) 8433 1122

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