

# Satisfaction Survey



Please return by Friday,

cdavidson@elsoltravel.net  
Fax: (480) 894-9418



<b>Name:</b>		<b>Title:</b>		<b>Company:</b>		
<b>Date:</b>	<b>Phone:</b>	<b>Select one:</b>	<b>Traveler</b>	<b>Travel Arranger</b>	<b>Travel Manager</b>	

Please "check" the appropriate box

<b>TRAVEL COUNSELOR SERVICE QUALITY</b>	<b>Always</b>	<b>Most of the time</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>N/A</b>
Telephones are answered promptly					
<b>Travel Counselors are:</b>					
• Accurate and efficient					
• Courteous and professional					
• Offer logical routings to destination					
• Knowledgeable about contracted rates					
• Informative about company travel policy					
<b>Airline Reservations</b>					
Lowest fares are secured					
The agents offer alternative fares					
You receive your requested seat, or are informed otherwise					
Tickets and reservations are accurate					
Documents are delivered as promised					
<b>Hotel Reservations</b>					
Your hotel reservations are booked at the corporate rate, or lower					
Confirmation number is on your itinerary					
<b>Car Reservations</b>					
Your car reservation is accurate					
The corporate rate is honored					
<b>SATISFACTION WITH SELF-BOOKING VIA CONCUR TRAVEL</b>	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>N/A</b>
Overall, how satisfied are you with Concur Travel Self-booking tool?					
Why?					

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How satisfied are you with each of the following Concur Travel service-related items?					
• Ease of use					
• Responsiveness					
• Security of information					
• Updates and enhancements					
• Timely and accurate problem resolution					
• Value as a helpful resource tool					
If dissatisfied with any of the areas above, please provide more detail:					
	<b>Definitely</b>	<b>Probably</b>	<b>Probably would not</b>	<b>Definitely would not</b>	<b>N/A</b>
How likely are you to recommend Concur Travel to a colleague or friend?					
How likely are you to continue to use Concur Travel?					
What do you like best about Concur Travel?					
If you could change anything about Concur Travel, what would you change?					
How long have you been using Concur Travel?					
<b>AFTER HOURS SERVICE</b>	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>N/A</b>
Did you find the service helpful?					
Were the telephones answered promptly?					
Were your requests handled accurately?					
<b>ACCOUNT MANAGEMENT SERVICES</b>	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>N/A</b>
Understands our company culture, travel policies					
Responds promptly					
Provides valuable advice and proactive communication					

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El Sol  
Travel



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<b>ACCOUNT MANAGEMENT SERVICES</b>	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Remains current on travel industry trends					
In person or web conferencing training					
Has helped us achieve our online booking adoption goals					
Has helped us achieve our savings goals					
Has helped us improve overall control and management of our corporate travel program					
<b>MEETING MANAGEMENT TECHNOLOGY</b>	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
How satisfied were you with the process of designing the online registration form?					
Satisfaction with the final online form?					
Ease of online registration by attendees?					
Ability to modify information?					
Ability to access comprehensive data from online registrations?					
<b>MEETING MANAGEMENT SERVICES</b>	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Consultants were knowledgeable of needed tasks for successful event?					
Communication throughout various event stages was satisfactory?					
Ability to handle unexpected issues, changes, etc.?					
				Yes	No
<b>Would you like for us to contact you regarding any concerns expressed above?</b>					
<b>Comments/Recommendations for future improvement:</b>					

Thank you for taking the time to complete our survey,  
your answers/comments are appreciated  
and will help us to better serve you.