



Colin Pritchard Driving School Customer Satisfaction Survey

To try and improve my service to all customers I would appreciate it if you could take a few minutes to honestly complete my survey. I promise that all comments will be confidential and will only be used by me to ensure that I am improving or maintaining a high quality standard of driving instruction.

Could you please rate the following questions as either: 1 Poor, 2 Average, 3 Good, 4 Very Good.

Vehicle	1	2	3	4
How would you rate the exterior cleanliness of the vehicle for each lesson?				
How would you rate the interior cleanliness of the vehicle for each lesson?				
Did you find the Ford Focus 1.6 Zetec to be a good car to learn your driving skills in?				

Other comments: _____

Instructor	1	2	3	4
Was your instructor punctual for all lessons?				
Was your instructor well presented for all lessons?				
Did your instructor use appropriate communication methods?				
Were you happy with the pace of progress you made?				
Did you feel your instructor was knowledgeable in the subject of Driving Instruction?				
How would you rate your instructor's professionalism?				
Would you recommend your instructor to a friend? (Delete as appropriate)	Yes	No		

Other comments: _____

Miscellaneous	1	2	3	4
How would you rate your lessons in terms of Value for Money?				
Did your instructor make your lessons enjoyable?				

Could you please think of one aspect of my service that satisfied you the most during your instruction?

Could you please think of one aspect of my service that dissatisfied you the most during your instruction?

Thank you taking the time to complete this form, I will ensure that the information is put to good use.