

# CUSTOMER SATISFACTION SURVEY

The Great Orme Tramway endeavours to provide the best possible service to all our customers. To help monitor how well we are doing in meeting your expectations we would be grateful if you could take the time to complete and return this survey. If you have any additional comments you believe beneficial, please include them on an additional sheet if necessary.

Date of Visit:                      Time:                      Booking Ref. (if known)

Type of ticket purchased  
*Please select your ticket type by clicking in the relevant box*

Single	<input type="checkbox"/>	Tram	<input type="checkbox"/>	Park	<input type="checkbox"/>
Return	<input type="checkbox"/>	Mine	<input type="checkbox"/>	Snow Tube	<input type="checkbox"/>

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree.  
*Please select your answer by clicking in the relevant box*

1.	Bookings were:	1	2	3	4	Comments
1a	Fast and efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1b	Accurately met our needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1c	Professionally and competently carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1d	The booking service met my expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.	During my trip the staff were:	1	2	3	4	Comments
2a	Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2b	Polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2c	Efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2d	The overall customer service was good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.	Overall the visit was:	1	2	3	4	Comments
3a	Enjoyable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3b	Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3c	Educational/informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3d	I Would visit the Tramway again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. Do you have any further comments?

Thank you for taking the time to fill in this form, please e-mail to:  
 erf@conwy.gov.uk  
 Or post to: Environment, Roads and Facilities, Mochdre Offices, Conway Road, Colwyn Bay,  
 LL28 5AB.