

Customer Satisfaction & Feedback



We take customer satisfaction very seriously and always welcome your feedback. Please take a moment to complete our feedback card and post to us at:

Xelabus Limited, The Bus Garage, Chickenhall Lane, Eastleigh, Hants, SO50 6RR

Add your name and address to be in with a chance of winning **one months free** bus travel with Xelabus!

Name <i>(optional)</i>	
Address <i>(optional)</i>	
Email address <i>(optional)</i>	

Which Xelabus service/s do you use?	
Do you think this service / timetable could be improved?	YES NO
If yes, how?	
Do you use the service regularly?	YES NO

How was your driver?	
Was he/she smart in appearance and in company uniform?	YES NO
Was he/she courteous & welcoming?	YES NO
If no, why not? Please give details	
Did he/she offer you further information?	YES NO

How was your bus?		
Was it clean & tidy?	YES	NO
Did the leaflet racks contain timetable information?	YES	NO
How could the vehicle be improved? <i>(Better lighting, USB charge points, Wi-fi?)</i>		

Marketing & Publicity		
Do you find our publicity clear & easy to use?	YES	NO
If no, why not?		
Do you find our bus stop information clear and easy to use?	YES	NO
What other information would you like to see included in our marketing material? <i>(onward travel options, shopping discounts & promotions)</i>		

Would you recommend our services to other people?

YES

NO

How would you rate our service to you?

EXCELLENT	
GOOD	
FAIR	
POOR	

Thank you for your time!