



**AVID INTERNATIONAL**

1.866.788.AVID  
WWW.AVIDGROUND.COM

## Quality Service Survey

*At Avid International we relentlessly strive to be the best in every aspect of our business. Open communication with employees and customers ensures world-class service that exceed our customers' demands. Your feedback is essential; please take a few moments to tell us about your experience with Avid International by answering the questions below.*

Reservation Number: \_\_\_\_\_ Date of Trip: \_\_\_\_\_  
(if available) (if reservation number not available):

City of Service: \_\_\_\_\_

### Reservations

Who placed your reservation?       Self     Admin Assistant     Travel Agent     Other

What method did you use to make reservation:       Call Center     Website     Other

If Other, please specify: \_\_\_\_\_

	Excellent	Good	Fair	Poor
Was the representative knowledgeable and courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was your call answered by the representative in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the representative process the reservation in an efficient manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you receive a confirmation within 15 minutes of placing the reservation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Chauffeurs

Was our chauffeur on time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was our chauffeur waiting for you at the right location?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our chauffeur treat you in a professional manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was our chauffeur wearing professional attire?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you assisted with your luggage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you greeted at the airport with a sign?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our chauffeur know your destination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the vehicle clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the vehicle driven safely?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the vehicle equipped with what you requested?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with your ride?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the overall service from Avid International?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there is anything else we could have done to better serve your needs? Please specify:  
\_\_\_\_\_  
\_\_\_\_\_