

Questions 1 – 10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

CUSTOMER SATISFACTION SURVEY

Customer details

Name: Sophie Bird
Occupation: **1**.....
Reason for travel today: **2**.....

Journey information

Name of station returning to: **3**.....
Type of ticket purchased: Standard **4**..... ticket
Cost of ticket: **5** £.....
When ticket was purchased: Yesterday
Where ticket was bought: **6**.....

Satisfaction with journey

Most satisfied with: the wifi
Least satisfied with: the **7**..... this morning.

Satisfaction with station facilities

Most satisfied with: how much **8**..... was provided
Least satisfied with: lack of seats, particularly on the **9**.....
Neither satisfied nor dissatisfied with: the **10**..... available