

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