

## CUSTOMER SATISFACTION FEEDBACK FORM

Please indicate how satisfied you were with our standards of service, by ticking the appropriate box

1. How satisfied were you with the helpfulness of our staff?

Poor       Fair       Good       Excellent

2. How efficient and quick have we been whilst dealing with your application?

Poor       Fair       Good       Excellent

3. How satisfied were you with our member of staff's knowledge of the IELTS exam?

Poor       Fair       Good       Excellent

4. Are the IELTS forms and Information leaflets clear, easy to understand and give enough Information about the exam?

Poor       Fair       Good       Excellent

5. How would you rate your overall experience of registering for the IELTS exam at our centre?

Poor       Fair       Good       Excellent

We always welcome additional feedback to continue to improve our service. Please add any further comments in the box below.

Thank you for taking the time to complete this form. Please email the form to [hshehab@hct.ac.ae](mailto:hshehab@hct.ac.ae)