

M and H Coaches Service Quality Questionnaire
SERVICE 21

Date ... /... /2016

Please circle one of the numbers below :

- 0. Being very dissatisfied
- 5. Being neither satisfied or dissatisfied
- 10. Being extremely satisfied

About The Bus

A/ How satisfied are you with the cleanliness of the bus?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

B/ Do you feel satisfied with the safety and comfort of the bus?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

C/ Are you satisfied with the accessibility of the bus?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

About The driver

A/ Are you satisfied with the drivers appearance?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

B/ Are you satisfied that today's driver is pleasant, helpful and approachable?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

C/ Are you satisfied with the driver's overall conduct?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

About Service 21

A/ Did your bus arrive on time today? YES NO

B/ If the bus was late or early has the driver explained to you why? YES NO

C/ How often do you use this service?

Daily Few times a week Once a Week Very occasional It's my first time today

D/ What is the reason for your journey today?

Social visit shopping connection to other services school or college
Work doctors/dentist other

E/ Overall, how satisfied are you with the service?

0. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

F/ How likely are you to continue using this service?

Very likely Not very likely

G/ How likely are you to recommend this service to a friend or family member?

Very likely Not very likely

F/ Where did you first hear about the service?

This next section is completely optional:

Name Postal Code / area

Age Group : Under 16 16 to 18 19 to 40 40 to 59 60 and over

We are always keen to have any comments or suggestions. Please write in the box below