



“UNI EN ISO 9001:2000” certification



Servizio Passeggeri dal 1888

Rental Service Quality Evaluation

Our clients' opinions are at the basis of Quality Service. A.T.A.V. VIGO S.p.A. is concerned about the quality of their services and wants to improve them with your help. This is why we are kindly asking you to complete the questionnaire below. The questionnaire may be submitted to the driver in a closed envelope (to protect your privacy) or sent to our offices via fax at 011/2489926.

Thank you for your precious collaboration.

SERVICE: (date)
Client
Destination

DRIVER: (name)	Poor*	Good	Excellent
Was the driver courteous and conscientious?			
How would you judge his driving skills?			
Under all other aspects, how did the driver behave?			
Other observations			

SERVICE AND BUS:	Poor*	Good	Excellent
Were you satisfied with how the service was organised?			
Were you satisfied with the bus used?			
Other observations			

*Knowing the reason for your dissatisfaction allows us to improve our service.

Name and surname in printing -----

Legible signature -----