

AIRLINK COMMENTS CARD

AIRLINK / CARLSON WAGONLIT TRAVEL

To allow us to continuously measure and improve our levels of service, we would be grateful if you could complete this questionnaire and return to the address printed below.

How do you rate the service of Airlink in terms of:

| | Excellent | Satisfactory | Poor | Unsatisfactory | Not applicable |
|--|---|-----------------------------|------------------------------|-----------------------------|--------------------------|
| 1. Speed of telephone answering? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Was the consultant helpful and courteous? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Did the travel itineraries suggested fit your plans? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Did you feel that the price you paid for the ticket was competitive? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Were your tickets delivered on time? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were your tickets/travel itinerary accurate and correct? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Overall, how do you rate Airlink's performance in handling your travel arrangements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Overall, how satisfied were you with the services of Airlink? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Are you familiar with your Company Travel policy and procedures ? | <input type="checkbox"/> Not applicable | | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 10. Would you like to make your requests via e-mail or phone directly to Airlink instead of through the travel arranger? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | | |

11. Are there any additional comments you would like to make on the services of Airlink (Use back for additional comments)

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Surname :

First name(s) :

Address :

Dept./Country :

Tel.no. :

Please return to: AIRLINK, Associate Partner CWT
 Samir Andraos, Vice President Travel / Samir@airlink.ae

