



# CVGT- CUSTOMER FEEDBACK FORM

Name: \_\_\_\_\_ (Optional)

Contact No: \_\_\_\_\_ (Optional)

<b>1</b> <i>Excellent</i>	<b>2</b> Good	<b>3</b> Neutral	<b>4</b> Bad	<b>5</b> <i>Poor</i>
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How would you rate our business quality?

1            2            3            4            5

Would you recommend the CVGT Industry Training centre to others?

YES             NO

If 'NO' please give a brief description as to why.

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## STAFF:

<b>1</b> <i>Strongly Agree</i>	<b>2</b> Agree	<b>3</b> Neutral	<b>4</b> Disagree	<b>5</b> <i>Strongly Disagree</i>
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Our staff listens to you.

1            2            3            4            5

Our staff involves you in the service/decision making.

1            2            3            4            5

You feel confident to raise issues/concerns.

1            2            3            4            5

## COURSE CONTENT:

The content of the training was interesting.

1            2            3            4            5

There was *too much* information covered .

1            2            3            4            5

Most of the content of this training seems relevant.

1            2            3            4            5

## DELIVERY:

I found the Training easy to follow.

1            2            3            4            5

The right amount of time was allocated for this.

1            2            3            4            5

There was a good balance between practical and theory learning.

1            2            3            4            5

The delivery of this training was well organized.

1            2            3            4            5

**RESOURCES:**

I found the workbooks provided to be very informative.	1	2	3	4	5
The venue was convenient and well set up.	1	2	3	4	5

**TRAINER:**

The trainer was easy to approach and very friendly.	1	2	3	4	5
The trainer seemed experienced and professional.	1	2	3	4	5
The trainer knew what he/she was talking about and answered all my questions in a way that I could understand.	1	2	3	4	5

Something about this training that I really enjoyed was: \_\_\_\_\_

The thing I liked least about this training was: \_\_\_\_\_

Could this course be improved in any way? YES  NO

If 'YES' what would you suggest as an improvement? \_\_\_\_\_