

- Age: _____
- Nationality: _____
- Lic. Category: _____
- Package: _____
- Pre/Lecture Stage
- Training Stage
- Test Stage

Customer Experience Survey – Drive Dubai (Dubai International Driving Centre)

Objective: Identifying the main causes of complaints and the challenges customers face when dealing with the institute's staff and addressing them by taking the appropriate actions for each service.

Question	Answer Options																																			
1. How would you rate your overall experience with the institute's employees during your training period?	☐ Excellent ☐ Neutral ☐ Poor																																			
2. How satisfied are you with the level of service provided by the following departments?	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="width: 20%;">Department</th><th style="width: 15%;">Very Satisfied</th><th style="width: 15%;">Neutral</th><th style="width: 15%;">Dissatisfied</th><th style="width: 15%;">Did Not Deal With</th></tr> </thead> <tbody> <tr> <td>Customer Service Team</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> <tr> <td>Front Desk Staff</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> <tr> <td>Finance Department (Cashier)</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> <tr> <td>Booking Team</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> <tr> <td>Sales Team</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> <tr> <td>Registration Team</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr> </tbody> </table>	Department	Very Satisfied	Neutral	Dissatisfied	Did Not Deal With	Customer Service Team	☐	☐	☐	☐	Front Desk Staff	☐	☐	☐	☐	Finance Department (Cashier)	☐	☐	☐	☐	Booking Team	☐	☐	☐	☐	Sales Team	☐	☐	☐	☐	Registration Team	☐	☐	☐	☐
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3. What was the main challenge you faced when dealing with the institute's employees?	☐ Delayed response ☐ Unclear or inaccurate information ☐ Employee attitude or manner of communication ☐ Long waiting time to receive the service ☐ The issue was not resolved during the first contact ☐ Repeated transfers between employees or departments ☐ I did not face any challenges																																			
4. If you submitted an inquiry, feedback, or complaint, how was it handled?	☐ Responded to and resolved during the first contact ☐ Resolved after several follow-ups ☐ Took a long time to resolve ☐ The issue was not resolved ☐ I did not receive a clear response ☐ I have not submitted an inquiry, feedback, or complaint																																			
5. Which area do you believe requires the most improvement at the institute?	☐ Response and communication speed ☐ Employee professionalism and customer handling ☐ Clarity of information and procedures ☐ Bookings and appointments ☐ Finance services (Cashier) ☐ Registration and sales ☐ Handling of complaints and feedback ☐ None – my experience was satisfactory																																			