



WoAG Travel Advice 2018/20

Subject: 2017-18 Airline Customer Satisfaction Surveys

Issue date: 19 November 2018

Dear Entity Travel Managers,

As part of the annual performance evaluation of the WoAG Air Travel Services panel, the WoAG Travel team will be distributing Customer Satisfaction Surveys (the Surveys) to government employees who travelled in 2017-18 to assess their satisfaction with the panel airlines.

The Surveys will also be used to provide the panel airlines with feedback on their products and services.

Entity participation in these Surveys is extremely important and we encourage all travellers within each entity to lodge a response. Details of the Surveys are highlighted below.

Survey Content

The Surveys are divided into multiple sections to capture feedback from travellers regarding the airline's service delivery, professionalism and communication.

Key Dates

The Surveys will be distributed in batches between tomorrow (Tuesday 20 November) and Friday 23 November.

The Surveys will remain open until 5:00 PM (AEDST) 13 December 2018.

Survey Access

This week, travellers will receive an email invitation directly from Web Survey Creator inviting them to participate in a Survey. This email will include a link to their Survey. Distribution has been managed to ensure Travellers only receive one survey invitation, regardless of how many airlines they used during 2017-18.

Action for Travel Managers

Please inform all travellers in your entity that they will receive an email from Web Survey Creator requesting their participation in a Survey. Please also encourage travellers to complete the Survey.

Responses to the Surveys will be kept anonymous and confidential; however, respondents may voluntarily provide their name and contact information at the end of a Survey to allow our team and/or the relevant airline to follow-up on matters raised within responses where applicable.

Please contact WoAG Travel if you have any questions about the Surveys or the information in this Advice.