




Collisheen Estate Client Survey

At Collisheen we pride ourselves on always putting our customers first.
We would like to know where you feel we are not meeting your expectations as we can only achieve excellent standards by using your feedback to improve our service.

				
First contact	friendly phone manner / smile			
	explanation of goods / services			
	level of professionalism			
First visit	receive clear & easy to read information			
	offered tea / coffee or refreshments			
	showing and explanation of venue			
Follow up	explanation of prices and dates available			
	all questions answered satisfactorily			
Booking	explanation of contract and deposit procedures			
	explanation of setup procedures and costs			
	explanation of final payment procedures			
	was contract signed and faxed back to you?			
Planning	efficient and friendly procedures meeting			
	any concerns dealt with accordingly			
	standard of menu and choices offered			
Wedding day	were your service providers treated well			
	arrival / efficiency of parking attendants			
	appearance of the venue			
	standard of service including management			
	standard of catering / food			
	cleanliness of bathrooms			
Reconciliation	comments from your guests			
	account finalization			

Comments:

Please could you fax to **032-947 1100**
or post it to **Wayne & Corinne Hulett, P.O. Box 114, Umhlali, 4390**
or phone **us** on **083 4605754** if you have any other complaints or concerns.
If you would like us to reply to you, please fill in your name and contact details.

Name:	phone:
Address	e-mail: