

State of New Hampshire Travel Program

TRAVEL SURVEY

Milne Travel Amex is committed to delivering the highest quality service. Please let us know how we can better serve you by completing this questionnaire. Please email your completed survey to dhwinters@milnetravel.com. You can also fax this form to Milne Travel at 603-298-5836

Please rate the services you received

AIRLINE RESERVATIONS	Poor	Fair	Neutral	Good	Very Good	N/A
• Preferred Seats Assigned	<input type="checkbox"/>					
• Special Requests Confirmed	<input type="checkbox"/>					
• Timely Ticket Delivery	<input type="checkbox"/>					
• FQTV # Communicated to Airline	<input type="checkbox"/>					
• Most Direct Routing Received	<input type="checkbox"/>					
• Lowest Fare Offered	<input type="checkbox"/>					

CAR RESERVATIONS	Poor	Fair	Neutral	Good	Very Good	N/A
• Preferred Car Vendor/Express Service Confirmed	<input type="checkbox"/>					
• Preferred Car Type Requested	<input type="checkbox"/>					
• Club Membership/FQTV # Added to Reservation	<input type="checkbox"/>					
• Corporate Rate Received	<input type="checkbox"/>					

HOTEL RESERVATIONS	Poor	Fair	Neutral	Good	Very Good	N/A
• Preferred Hotel Confirmed	<input type="checkbox"/>					
• Preferred Room Type Requested	<input type="checkbox"/>					
• Club Membership/FQTV # Added to Reservation	<input type="checkbox"/>					
• Convenient Hotel Location	<input type="checkbox"/>					
• Corporate Rate Received	<input type="checkbox"/>					

EMERGENCY SERVICE	Poor	Fair	Neutral	Good	Very Good	N/A
• Call Answered Promptly	<input type="checkbox"/>					
• Counselor prompt in accessing profile/reservation	<input type="checkbox"/>					
• Reservation handled to your satisfaction	<input type="checkbox"/>					

WHAT OTHER PRODUCTS HAVE YOU USED (please check):	
• Traveler Checks <input type="checkbox"/>	• Vacation Travel <input type="checkbox"/>
• Foreign Currency <input type="checkbox"/>	• WW Network Offices <input type="checkbox"/>
• Group Services <input type="checkbox"/>	• Online Booking Tool <input type="checkbox"/>

Please rate on a scale of 1 to 10 with 1 being not satisfied at all and 10 being very satisfied

OVERALL SATISFACTION WITH MILNE TRAVEL:	Poor	Fair	Neutral	Good	Very Good	N/A
	<input type="checkbox"/>					

Comments:

Name: _____ **Title:** _____