

# Public TAXI Service Customer Satisfaction Survey

In order to assess if the TAXI service arranged in the Municipality of Montepulciano satisfactorily meets users' needs, we kindly ask you to fill in the following form. By means of a simple tick in the box, you will be able to give us feedback on every aspect of the service based on your experience. Should you deem it necessary, you will also be able to add further comments and suggestions, which will give us the opportunity to improve our service.

Survey forms can be requested from taxi drivers and handed over to the same once filled in, but they are also available at Tourist Information Desks and on the website [www.montepulcianoliving.it](http://www.montepulcianoliving.it). Once filled in, they can also be sent by email to [urp@comune.montepulciano.si.it](mailto:urp@comune.montepulciano.si.it)

Thank you in advance for your cooperation.

EVALUATION CRITERIA	DISSATISFIED		NEUTRAL		FULLY SATISFIED	
	1	2	3	4	5	6
<b>Communication:</b> Relationships with customers, communication tools efficiency, use of an understandable language	1	2	3	4	5	6
<b>Customer Understanding:</b> Commitment to understanding customers' needs and expectations	1	2	3	4	5	6
<b>Courtesy:</b> Kindness, cordiality, reliability, respect of the environment	1	2	3	4	5	6
<b>Customer Response Capability:</b> Willingness to examine the requests and give prompt and thorough response	1	2	3	4	5	6
<b>Reliability:</b> Capability to respect the duties undertaken with the service	1	2	3	4	5	6
<b>Responding to Expectations:</b> Capability to identify the specific needs and turn them into service requirements	1	2	3	4	5	6
<b>Quality-Price Ratio:</b> Price fairness in relation to the quality of the service	1	2	3	4	5	6
<b>Interior and external cleanliness of the car</b>	1	2	3	4	5	6
<b>Suitability:</b> Suitability of the mean of transport to the required needs	1	2	3	4	5	6
<b>Punctuality:</b> respect for the scheduled times	1	2	3	4	5	6

FURTHER COMMENTS AND SUGGESTIONS TO IMPROVE THE SERVICE