



Whole of Australian Government Travel Arrangements Advice 2014/28 – Customer Satisfaction Surveys - Panel Airlines

24 October 2014

Dear Travel Manager

The Travel Contract Management Section (TCMS) of the Department of Finance will shortly conduct Customer Satisfaction Surveys to measure performance of the contracted Airlines.

The survey for Airlines will be released through two questionnaires - one for entity Travel Managers and one for entity Travellers.

The questionnaire for Travel Managers will be sent via Survey Monkey and should be received on the morning of Monday, 27 October 2014.

The questionnaire for Travellers will be sent directly to Travellers via Survey Monkey and should be received on the afternoon of Monday, 27 October 2014.

Further Information

The Airline surveys will remain open for two weeks from their release date. Responses are confidential and will only be viewed by a small number of Finance officials.

Your participation in this survey is very important as it will provide invaluable feedback to the Airlines and to Finance. We encourage Travel Managers to forward this Advice to Travel Bookers/Arrangers and to also advise Travellers that they may receive a survey from Finance via Survey Monkey.

Please contact TCMS at tcms@finance.gov.au or (02) 6215 2447 if you require any further information on this Advice.