



WoAG Travel Advice 2018/13

Subject: QBT Customer Satisfaction Survey

Issue date: 12 July 2018

Dear Entity Travel Managers,

As part of the annual evaluation of QBT's performance, we are distributing a Customer Satisfaction Survey (the Survey) to assess entity satisfaction with QBT. Entity responses will assist in measuring QBT's performance against the Service Levels and Performance Targets specified in the Deed.

Entity participation in this Survey is extremely important and we encourage all Travel Managers and Travel Bookers within each entity to lodge a response. The details of the Survey are highlighted below.

Survey Content

The Survey is divided into multiple sections, some of which only apply to Travel Managers, and asks respondents to consider QBT's service delivery, professionalism, systems, documents and management of your entity's travel program.

Key Dates

The Survey opened this morning at 10:00 AM (AEST), and will remain open for three weeks.

Open Date: 10:00 AM (AEST) Thursday 12 July 2018

Close Date: 05:00 PM (AEST) Thursday 02 August 2018

Survey Access

The Survey can be accessed via the hyperlink or URL below. Please contact WoAG Travel if you have any issues accessing the Survey.

Hyperlink: [QBT Customer Satisfaction Survey](#)

URL: <https://survey.websurveycreator.com/s.aspx?s=29fe7a0b-188e-4461-90b5-bf63d294cf34>

Action for Travel Managers

1. Lodge a response to the Survey; and
2. Share this Advice with all Travel Bookers in your entity and encourage them to complete the Survey.

Responses to this Survey will be kept anonymous and confidential, however, respondents are encouraged to provide their name and contact information when prompted at the end of the Survey to allow our team to follow-up on matters raised within responses.

Please remember to click the "Submit" button at the end of the Survey to ensure your response is lodged.

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