



WoAG Travel Advice 2019/24

4 October 2019

2018-19 Diners Club Customer Satisfaction Survey

Dear Entity Card Managers and Administrators

As part of the annual performance evaluation of the WoAG Travel Arrangements, the WoAG Travel team will be distributing a Customer Satisfaction Survey (the Survey) to government card managers and card administrators to assess their satisfaction with Diners Club.

The Survey will also be used to provide Diners Club with feedback on their products and services and the performance of its Relationship Managers and Premium Service Team.

Entity participation in this Survey is extremely important and we encourage all entity officials involved with the management of their entity's Diners Club facility to lodge a response. Please note that we are not seeking the views of card holders at this time.

Survey Access

Beginning the week of 14 October 2019, entity card managers and nominated entity contacts (Authorised Officials) will receive an email invitation directly from WoAG Travel's online survey tool, Web Survey Creator, inviting them to participate in a Survey. Web Survey Creator is used by WoAG Travel to conduct a range of annual satisfaction surveys, including recent surveys for WoAG panel airlines and QBT.

The email will include a link to the Survey.

Note: The survey link is individual and can only be used once. Email invitations containing a link must therefore not be shared if a survey has been completed using the link.

Survey Recipients

All entity officials who have registered as card managers and card administrators with WoAG Travel and/or Diners Club will receive an email inviting them to complete the Survey.

Survey Flow

The Survey is divided into multiple sections to capture feedback from card managers and administrators regarding Diners Club's service delivery, professionalism and communication.

Key Dates

The Surveys will be distributed from 14 October 2019. The Survey will remain open for responses until 6:00 PM (AEST) 1 November 2019.

By default, responses to the Survey will be kept anonymous and confidential. However, respondents may voluntarily provide their name and contact information at the end of a Survey to allow our team and/or your entity's Diners Club Relationship Manager to follow-up on matters raised within responses.

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

