



WoAG Travel Advice 2017/29

Subject: Domestic and International Airline Surveys

Issue date: 11 September 2017

Dear Travel Manager,

This advice informs entities about an upcoming survey regarding the WoAG Air Travel Services panel.

Purpose of the Survey:

With the refresh of the panel in May 2016, Finance is undertaking a survey to assess the level of entity satisfaction with the performance of each airline during 2016-17. The survey will also provide the airlines with feedback on their products and services.

The responses to each survey will be reviewed by Finance and provided to each airline (de-identified unless otherwise advised by respondents).

Survey schedule:

The survey schedule is as follows:

Open: 09:00 AM (EST) Wednesday, 13 September 2017

Close: 05:00 PM (EST) Tuesday, 10 October 2017

The WoAG Travel Team will distribute an email on Wednesday, 13 September 2017 advising agencies that the survey is open. This email will include a link to the survey.

Action for Travellers:

Please complete the survey for the airline selected and provide feedback where relevant, within the timeframe requested.

Action for Travel Managers:

Please:

1. Complete the survey and ask other members of your travel team to complete the survey.
2. Forward this advice and the subsequent email (to be received on 12 September 2017) to all Travel Arrangers within your agency encouraging them to respond to the survey.

Responses to this survey will be confidential. However, respondents may voluntarily record their name and contact details to allow the airlines to follow-up on topics or issues raised in the survey.

Please contact the WoAG Travel Team if you have any questions or require further information.