



## WoAG Travel Advice 2020/03

02 March 2020

### AOT Customer Satisfaction Survey

Dear Entity Travel Managers,

Our team is undertaking a review of the WoAG Accommodation Program Management (APM) Arrangement. As part of this review, our team is conducting a Customer Satisfaction Survey (Survey) to evaluate AOT's performance and assess entity satisfaction with the APM Arrangement.

Entity participation in this Survey is extremely important and we encourage all Travel Managers and Travel Bookers to lodge a response. The Survey should take no more than 10 minutes to complete.

The details of the Survey are highlighted below.

#### Survey Content

The Survey is divided into multiple sections and ask respondents to consider AOT's service delivery, key staff and teams, systems, documents, and management of your entity's accommodation program.

#### Key Dates

The Survey opened today and will remain open for 10 business days.

**Open Date:** 12:00 PM (AEDT) Monday 2 March 2020

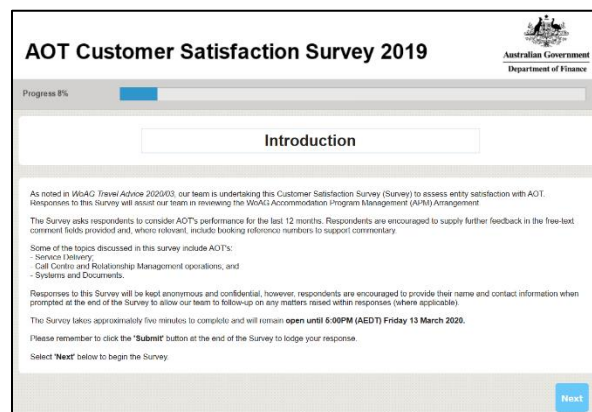
**Close Date:** 05:00 PM (AEDT) Friday 13 March 2020

#### Survey Access

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

**Hyperlink:** [AOT Customer Satisfaction Survey](#)

**URL:** <https://survey.websurveycreator.com/s/aotcustomersatisfactionsurvey2019>



#### Action for Travel Managers



Lodge a response to the Survey



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.

