

CUSTOMER FEEDBACK

We recognise that you have a choice of travel agencies to book with, so thank you for choosing Cruises Direct. We appreciate your business. We continually monitor our standards with a goal to not only deliver the highest level of service, but to surpass our customer expectations.

To this end your feedback is valuable to us. We would appreciate it if you could take the time to complete this form and post back free to:

Freepost Number 215444, Cruises Direct, P.O. Box 91444, Auckland 1142. Attention: Customer Services

Alternatively you may complete this online at www.cruisesdirect.co.nz/customerfeedback

Customer Name: _____

Booking Reference: _____

IN RELATION TO YOUR RECENT TRIP, PLEASE RATE CRUISES DIRECT ON THE FOLLOWING				
Please place a tick in the appropriate box <i>(If you are completing this on your computer please type 3 to insert a tick)</i>	Exceeded My Expectation	Met My Expectation	Below My Expectation	N/A
CRUISE CONSULTANT				
Product and / or destination knowledge				
Response time				
Courtesy				
Follow up				
RESERVATION				
Accuracy of components booked				
Alternatives and options offered				
DOCUMENTATION				
Comprehensiveness				
Accuracy				
Timely Delivery				
OVERALL SATISFACTION				
Overall satisfaction with the service provided by Cruises Direct				
Would you recommend our service to others? (Yes or No)		Please state why:		
Would you book your next holiday with us? (Yes or No)		Please state why:		
Any additional comments you would like to make in regards to your overall experience with Cruises Direct?				

PLEASE CLICK HERE TO SUBMIT YOUR FORM ONLINE!

We appreciate your feedback. Thank you. Cruises Direct Customer Service Team.