



## **OFC CUSTOMER EXPERIENCE SURVEY**

WE CAN KEEP DOING WHAT WE DO WELL AND IMPROVE WHERE WE NEED TO BY RECEIVING FEEDBACK ON HOW WE ARE DOING SO PLEASE TAKE A FEW MINUTES TO ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR OFC EXPERIENCE. You may take the survey whenever you feel it appropriate to provide me with your thoughts...during training; end of training; throughout rental experience; whenever. Also, while it is helpful to relate the responses to a particular customer so I can focus on your needs; if you would rather be anonymous that is fine, just send it to me without any identifiers. Thank you!

Please provide a rating from 1 to 5 as follows, and feel free to add your comments:

**1....Poor    2....Fair    3....Good    4....Very Good    5....Excellent**

1. CUSTOMER SERVICE & ATMOSPHERE / CULTURE

Rating: (customer service)\_\_\_\_ (atmosphere/culture)\_\_\_\_

Comments:

2. AIRCRAFT QUALITY & SELECTION

Rating: (quality)\_\_\_\_ (selection)\_\_\_\_

Comments:

3. FACILITIES QUALITY / COMFORT

Rating: \_\_\_\_\_

Comments:

4. FLIGHT INSTRUCTION CONTENT & Demeanor

Rating: (content) \_\_\_\_\_ (demeanor) \_\_\_\_\_

Comments:

5. GROUND INSTRUCTION CONTENT & Demeanor

Rating: (content) \_\_\_\_\_ (demeanor) \_\_\_\_\_

Comments:

6. RATES, FEES, INCENTIVES, PAYMENT TERMS, VALUE

Rating: \_\_\_\_\_

Comments:

7. SCHEDULING AVAILABILITY / RELIABILITY (aircraft / instructor)

Rating: (aircraft) \_\_\_\_\_ (instructor) \_\_\_\_\_

Comments:

8. EXTENDED FLIGHT TRAINING OR RENTAL OPPORTUNITIES

Rating: \_\_\_\_\_

Comments:

9. SOCIAL INTERACTION OPPORTUNITIES

Rating: \_\_\_\_\_

Comments:

10. INFORMATIONAL UPDATES ON OFC AND INDUSTRY NEWS

Rating: \_\_\_\_\_

Comments:

11. How does OFC do in meeting its pledge "TO DELIVER THE MOST REWARDING FLYING EXPERIENCE AVAILABLE, WITH EMPHASIS ON SOUND PILOTING SKILLS, PROCEDURAL DISCIPLINE, BROAD AERONAUTICAL KNOWLEDGE, AND EFFECTIVE AERONAUTICAL DECISION MAKING; ALL WHILE KEEPING IT AFFORDABLE, SAFE, REWARDING, AND FUN"

Rating: \_\_\_\_\_

Comments:

12. How does OFC do in meeting its mission "TO ENHANCE YOUR LIFE THROUGH AVIATION"

Rating: \_\_\_\_\_

Comments:

CUSTOMER \_\_\_\_\_ Date \_\_\_\_\_

***THANKS FOR YOUR SURVEY RESPONSES  
AND  
THANK YOU FOR FLYING AT OFC***