



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) 5 (atmosphere/culture) 5

Comments: Geoffrey Orlandi is a professional CFI and Flight School owner who maintained communication on the status of the airport and flight school before and after the recent hurricane passed through. We did multiple flights together for tailwheel proficiency and rental checkout. I received a briefing of the objectives and 2 structured checkout flights with constant feedback that brought me to proficiency.

2. AIRCRAFT QUALITY & SELECTION

Rating: (quality) 5 (selection) 4

Comments:

The new location south of Tampa at FD77 currently has 1 Piper Cub. It is a beautiful airplane that I will fly as much as possible! It is one of a very few tailwheels that are for rent in the Tampa area, so as word gets out I expect it to be a very busy airplane. I know there are plans to add aircraft to the Tampa school and that will help with any availability issues in the future.

3. FACILITIES QUALITY / COMFORT

Rating: 4

Comments: Small private office with everything needed for 1 on 1 or small group ground instruction. Everything is well organized and has a place.

4. FLIGHT INSTRUCTION CONTENT & Demeanor

Rating: (content) 5 (demeanor) 5

Comments: I've worked with and been instructed by all types of flight instructors. Geoffrey is an all around great teacher whose main focus is to provide the best instruction possible to a student in a positive way. During both ground and flight instruction I received feedback that let me know what I did right and what could be improved on. Simply, I had a great time and became proficient in tailwheel again!

5. GROUND INSTRUCTION CONTENT & Demeanor

Rating: (content) 5 (demeanor) 5

Comments: Geoffrey holds multiple accolades for his flight instruction abilities. Being a CFI/MEI/CFII & Airline Pilot I enjoyed going over the ground knowledge most involved with GA flying. It was very clear that Geoffrey stays up to date on the information and can articulate it in a way that a student can learn and understand it.

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

Rating: 5

Comments: Orlandi Flight Centers prices are at a competitive rate. I personally drove to and called over 20 flight schools to get their rates on ASEL and tailwheels. Orlandi offers a great J3 Cub at a competitive price.

7. SCHEDULING AVAILABILITY / RELIABILITY (aircraft / instructor)

Rating: (aircraft) 5 (instructor) 5

Comments:

The J3 Cub was recently restored and because Orlandi is a new flight school to the area it is available often... although after the word gets out I'll bet the availability gets a little harder.

8. EXTENDED FLIGHT TRAINING OR RENTAL OPPORTUNITIES

Rating: 5

Comments: The tailwheel checkout for rental is thorough and once complete you will be confident in your abilities to fly the aircraft. Rental opportunities are based off an online scheduling system that is user friendly.

9. SOCIAL INTERACTION OPPORTUNITIES

Rating: 5

Comments: Orlandi Flight Center south of Tampa is a new location but is already well known on the field. FD77 is a grass strip that appears to have an active pilot community that I assume would have some social events.

10. INFORMATIONAL UPDATES ON OFC AND INDUSTRY NEWS

Rating: 5

Comments: Occasional emails give updates on flight school and student progress and news to keep pilots in the loop.

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: 5

Comments:

I had a great time during my tailwheel proficiency ground and flights! We went into detail and emphasized all the important topics to knock the rust off my GA flying skills and knowledge. Geoffrey instills the importance of performing a proper preflight, being a safe, and responsible pilot.

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

Rating: 5

Comments:

Orlandi Flight Center had exactly what I was looking for! A tailwheel airplane to get my stick and rudder skills back to where I want them to be, all while having a great time in an awesome bird.

CUSTOMER Christopher Forero Date 10/17/2022

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