

# Customer Satisfaction Questionnaire

## Mexicayotl Academy

Thank you for your interest in Mexicayotl Academy. We are committed to serving all of our customers in a pleasant and courteous manner. Please take a few minutes to complete this brief questionnaire. This information will be used to monitor customer satisfaction and all responses will be kept confidential.

1. How did you hear about us?

- |   |                                    |   |
|---|------------------------------------|---|
| <input type="checkbox"/> Referral from _____ school | <input type="checkbox"/> Radio     | <input type="checkbox"/> Passed by school   |
| <input type="checkbox"/> Referral from other school | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Friend or relative |
| <input type="checkbox"/> Flyer                      | <input type="checkbox"/> Counselor | <input type="checkbox"/> Postcard           |

2. If you called for information, was the call answered promptly and in a friendly and courteous manner? Yes\_\_\_\_ No\_\_\_\_

With whom did you speak? \_\_\_\_\_

What date did you call? \_\_\_\_\_

3. Did you receive the information you requested within a reasonable amount of time? Yes\_\_\_\_ No\_\_\_\_

4. When you came into the office to pick up an information packet and/or for your appointment, were you greeted promptly and in a friendly and courteous manner? Yes\_\_\_\_ No\_\_\_\_

5. Were all questions regarding the enrollment process and Mexicayotl Academy answered to your satisfaction? Yes\_\_\_\_ No\_\_\_\_

If the answer is no to any of the above questions, please explain:

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Do you have any suggestions for improving customer service and/or the registration process at Mexicayotl Academy? Please list them below:

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**Thank you for taking the time to complete this questionnaire.  
Your feedback is important to us!**