

# Survey Form

Dear valued Customer,

Please take some time to participate in this survey to help us improve on our overall service. We hope to upgrade our services in order to facilitate your golf learning.

Thank you.

From Star Golf Academy Management

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Designation:** \_\_\_\_\_ **Company:** \_\_\_\_\_

**Coach:** \_\_\_\_\_

**Type of Lessons/**      **10**      **6**      **1 Hr**      **Junior**      **Others:**

**Packages :**      **Lessons**      **Lessons**      **Lesson**

*(Please delete where applicable)*

1. Please indicate if you are doing individual/ group lessons. Kindly circle the number of persons.

1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons
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2. Golf Professionals

*(Please circle one number for each question only, or tick NA if not applicable)*

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N.A
<i>(Example: if 'Strongly Agree' or 'N.A')</i>	⑤	4	3	2	1	○
1) My coach conducts lessons on time.	5	4	3	2	1	
2) Occasionally, he teaches beyond the actual lesson time, hence giving me extra training time.	5	4	3	2	1	
3) My coach cancels our lesson often.	5	4	3	2	1	
4) Our lessons are often interrupted by my coach's phone calls/SMS.	5	4	3	2	1	
5) The training provided by my coach is clear.	5	4	3	2	1	
6) He explains the golf theory to me in detail.	5	4	3	2	1	
7) He explains the practical syllables to me in detail.	5	4	3	2	1	
8) I was informed in advance when my lesson is cancelled due to unforeseen circumstances.	5	4	3	2	1	
9) My coach is encouraging.	5	4	3	2	1	
10) My coach is patient in training me.	5	4	3	2	1	
11) I am pleased with my coach's good attitude.	5	4	3	2	1	

STAR GOLF ACADEMY

(Qns. 2 – continued...)

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N.A</b>
12) My coach advised me on where I should head towards for the next level.	5	4	3	2	1	
13) I will continue to take lessons under my current coach.	5	4	3	2	1	

Testimonial for the Coach (Please share your thoughts/ experience about the lessons conducted):

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3. Front desk customer service  
(Please circle one number for each question only)

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<i>(Example: if 'Strongly Agree')</i>	⑤	4	3	2	1
1) The staff is friendly and approachable.	5	4	3	2	1
2) The staff is helpful.	5	4	3	2	1
3) The explanation on the available packages and lessons are clear and detailed.	5	4	3	2	1
4) I received the information that I wanted.	5	4	3	2	1
5) Overall, I am satisfied with their service.	5	4	3	2	1

4. Star Golf Academy  
(Please circle one number for each question only)

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<i>(Example: if 'Strongly Agree')</i>	⑤	4	3	2	1
1) The prices for the golf packages are reasonable.	5	4	3	2	1
2) I would recommend Star Golf Academy to my family and friends.	5	4	3	2	1
3) Overall, I am satisfied with Star Golf Academy.	5	4	3	2	1

5. Does Star Golf Academy's website provide clear and sufficient information?  
(Please circle)

Yes

No

N.A (Not Applicable)

(Qns. 5 – continued...)

