

## Agent feedback form

Thank you for taking the time to complete our short feedback form. We hope it will be a positive exercise in helping BLC to learn how effective we are being and how we can continue our grow our successful partnership with you for years to come.

For the following questions, please rate BLC from 1 to 5 (with 5 being the highest rating)

How do you rate BLC in the following areas:

### Promotional information

- Website \_\_\_\_\_
- Brochures \_\_\_\_\_
- Bristol information \_\_\_\_\_

### Efficiency of staff

- Speed of response \_\_\_\_\_
- Turn around time for visa letters and paperwork \_\_\_\_\_
- Accessibility and friendliness of staff \_\_\_\_\_

### Accommodation services

- Quality of homestays \_\_\_\_\_
- Usefulness of pre-course information \_\_\_\_\_
- Additional services ie airport taxi transfer \_\_\_\_\_

To the best of your knowledge, how do your students rate us:

- Information received upon application and booking \_\_\_\_\_
- Quality of lessons \_\_\_\_\_
- Teaching staff \_\_\_\_\_
- Accommodation \_\_\_\_\_
- Welfare and student services \_\_\_\_\_

Social programme

Additional services such as airport taxi transfers

---

---

What is most important to you when working with a school?

What can we do to improve our service to you?

Is there anything else you would like us to know?

Please let us know of any changes in personnel or procedures which may affect us.

Thank you again for completing our survey. Please feel free to email us anytime at [enq@thebristollanguagecentre.co.uk](mailto:enq@thebristollanguagecentre.co.uk) to let us know how we can improve our service to you.