



Client Evaluation

Artist:	Tour Manager's Name:
Driver's Name:	Coach #:

*On behalf of all of us at Star Coaches, Inc., please accept my sincere thanks for giving us the opportunity to serve you. It is our hope that we provided you with superior service and equipment. One of our most important goals is to continue to provide our clients with honest, quality, and dependable service. Please take a few minutes to complete this Evaluation Sheet. Let us know what you think of our performance. **Simply fax this back to us at (404) 350-9407, and again, thanks for giving us the opportunity to serve you!***

Kind Regards,

*Don Neuen
Vice President of Leasing*

LEASING STAFF

1. How would you rate the service you received from the Leasing Staff?

Excellent Good Average Below Average Poor

2. How would you rate the accessibility of the Star Coaches, Inc. staff?

Excellent Good Average Below Average Poor

COACH

1. How would you rate the quality of the coach that you leased?

Excellent Good Average Below Average Poor

2. How would you rate the cleanliness of your coach at pick up?

Excellent Good Average Below Average Poor

3. Did the coach meet your needs?

Excellent Good Average Below Average Poor

4. What changes, if any, would you make to the coach to make it more suitable to your needs?

5. What amenities would you like to see added to our coaches?

DRIVER

1. How would you rate the quality of your driver?

Excellent Good Average Below Average Poor

2. Was your driver accommodating to your needs?

Excellent Good Average Below Average Poor

3. Did your driver keep the interior of the coach clean throughout the tour?

Excellent Good Average Below Average Poor

4. Did your driver keep the exterior of the coach washed throughout the tour?

Excellent Good Average Below Average Poor

5. How would you rate your driver's administrative skills (float & receipts, etc.)?

Excellent Good Average Below Average Poor

6. Was your driver prepared with routing and directions prior to each departure?

Excellent Good Average Below Average Poor

7. What do you consider to be your driver's strongest quality?

8. In what area(s) does your driver need improvement?

9. Do you feel your driver used his “off duty” time wisely?

- Yes, he managed his time well and received plenty of sleep.
- Sometimes... There were times we were concerned that he did not get enough sleep between drives.
- No, he hung out at gigs so often that I thought he was IN THE BAND and he didn't get enough sleep.

GENERAL

1. Why did you select Star Coaches, Inc.? (please check all that apply)

- Coach Quality
- Driver Quality
- Coach Pricing
- Leasing Staff Quality
- Company Integrity
- Detailed Proposal
- I didn't have a choice, no one else had a coach.

2. What do you like most about working with Star Coaches, Inc.?

3. What do you like least about working with Star Coaches, Inc.?

Thanks again for allowing us to serve you!