

# The Voice of the Customer

The results are in from the latest Corporate Traveller service survey, and they are nothing short of impressive!



With an impressive Net Promoter Score\* of...

59.3



Corporate Traveller proudly falls within the "Excellent" category, reflecting exceptional levels of customer satisfaction and loyalty

92%



of our customers are highly satisfied with the response times from their dedicated Travel Manager

93%



Our Travel Team's attention to detail and accuracy received a rating of

91%

94%



of our customers are highly satisfied with the overall service they receive from Corporate Traveller

Here is some of the customer feedback we received from the survey:

"Corporate Traveller is rendering excellent service, and staff members are highly professional. Please keep up the good work!"

"Thank you for such efficient, swift and friendly service. It is truly such a pleasure dealing with you. I wish more customer services out there were just as efficient, dedicated and motivated to always provide a great service of such a high calibre. Keep up the excellent service."

"Thank you for the outstanding service."

\*Net Promoter Score (NPS) is a simple measure of customer satisfaction and loyalty towards a company. It is based on the question: "How likely are you to recommend our company to a friend or colleague?" This measurement helps assess customer sentiment and their willingness to promote the company to others.