



Client Feedback Form

Name:

Date:

Organisation (where applicable):

Please tick the services that were provided by Feeniks to you or your organisation.

- Initial Service Description Appointment
- Initial Interview / Consultation
- Work Aspect Measure and Results
- Occupational Search Inventory
- Resume
- Skills Analysis
- Training and Employment Research
- Cover Letter
- Application Letter
- Interview Coaching
- Job Search Techniques and Information
- Coaching Young People for Success Sessions x 3
- Other training Services

1. Were you made to feel at ease and comfortable? (please circle)

Poor	Average	Above Average	Excellent
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2. Was the consultant professional and approachable?

Poor	Average	Above Average	Excellent
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3. Was the information provided to you clear and easy to understand?

Poor	Average	Above Average	Excellent
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4. Were you provided with an opportunity to ask questions in relation to the service you were being provided?

Poor	Average	Above Average	Excellent
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5. Was the feedback accurate helpful?

Poor	Average	Above Average	Excellent
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6. Was the documentation professionally presented?

Poor	Average	Above Average	Excellent
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7. Overall how would you describe the service?

Poor	Average	Above Average	Excellent
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8. Will the information provided assist you or your clients when job searching or considering training options? YES / NO /NA

9. Was the information current and up to date? YES / NO

10. How did you hear about Feeniks?

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11. Would you recommend the services to others (friends, family & organisations)?
YES / NO?

12. Other Comments

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Feeniks' promotes its services to the community, employers and other agencies. To assist with this promotion we are requesting your permission to advertise a testimonial provided by you on the services we have provided. Your testimonial will not be altered or changed in any way. Feeniks' will only use first name and second initial and will not pass on your details to any third person / organisation.

I _____ give feenik's permission to use my comments for marketing purposes and understand they will not be changed, and only the details i have authorised will be published.

Signature: _____

Date: _____

THANK YOU!