

Customer Exit Interview

Date _____

1. On a scale of 1 to 10, how was your visit with us today?

1 2 3 4 5 6 7 8 9 10

2. On the same scale, how was the service you received today?

1 2 3 4 5 6 7 8 9 10

3. What would you like to see us carry that we currently don't?

4. How could we provide better service to you and your fellow travelers?

5. Are you familiar with the NEXUS card? Yes No

6. Would you like some more information on NEXUS? Yes No

7. Are you a Loyalty Rewards member? Yes No

8. Would you like some more information on Loyalty Rewards? Yes No

9. What is your home province/state? _____

10. Additional comments? Suggestions?
