



prasa

PASSENGER RAIL AGENCY
OF SOUTH AFRICA

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**LDPT – CITY TO CITY
ANNEXURE B – DRIVERS ACCOMMODATION CUSTOMER
SATISFACTION QUESTIONNAIRE**

Dear Client

Prasa LDPT – City to City services is a bus company which has advertised a tender for Drivers Accommodation with tender reference number:

CITYTOCITY/S&O/001/08/2025

Please would you kindly assist the bidder in completing this Reference Questionnaire which only has **five (5)** questions.

NB - This questionnaire must only be completed by a customer that has previously stayed at your B&B, Guesthouse, Hotel etc, in the last 3 -6 months.

Annexure B must be completed as provided on the Prasa letterhead, from at least three (3) references.

Name of Service Provider (Bidder): _____

Name of the Customer: _____

Contact details email (Customer): _____

Contact details telephone (Customer): _____

Date of stay: _____

Date of check-out: _____

Bidders Signature: _____

Customer Signature: _____

Customer Satisfaction

NB!!The Customer must only tick one (1) option per question, except question “D”.

A) Would you consider staying at this B&B, Guesthouse, Hotel etc again? **(5)**

- 5. Yes definitely, their services are remarkable. ☐
- 4. Yes, their services met our required standard. ☐
- 3. Yes, but they will not be my first priority. ☐
- 2. Never again unless they are my only option. ☐
- 1. Never again. ☐

B) How would you rate the cleanliness of the B&B, Guesthouse, Hotel etc? **(3)**

- 3. Exceptional, the room was sanitised, cleaned daily, linen changed daily. ☐
- 2. Good - the room was cleaned daily and linen changed daily. ☐
- 1. Poor – The room and sheets were dirty. ☐

C) Was there separation of smoking and non smoking area's? **(2)**

- 2. Yes. ☐
- 1. No. ☐

D) Were the facilities satisfactory (The customer **must answer all** the questions “a-d”. The bidder will only score a point/s for the “yes” option/s)? **(4)**

- a. Toilet Functional; YES ☐ NO ☐
- b. Room door Lockable; YES ☐ NO ☐
- c. Wardrobe door Lockable; YES ☐ NO ☐
- d. Fresh soap available; YES ☐ NO ☐

E) Did the breakfast meet your desired requirements? **(2)**

- 2. Yes. ☐
- 1. No. ☐



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