

Bus Service Questionnaire

Valued Visitor (s),

Welcome to Petra, the Red Rose City.

We highly appreciate your feedback on our tourist transportation service (Shuttle Buses). This will certainly help us improve the service and make it more convenient and enjoyable in the future. Your input and feedback will be kept confidential and will only be used for improvement purposes.

Section 1: General Information

1. What is your age group?

18-24
25-34
35-44
45-54
55 +

2. What is your occupation? _____

3. What is your nationality? _____

4. Education:

High School
College / University
Postgraduate

Section 2: Bus Service Experience

Statement	Excellent	Good	Fair	Poor
1. How would you rate the overall quality of our bus service?				
2. How would you rate the punctuality of our buses?				
3. How would you rate the cleanliness of our buses?				
4. How would you rate the safety and security of our buses?				
5. How would you rate the helpfulness of our customer service staff?				

6. Have you experienced any issues with our bus service?

YES NO

Section 3: Route and Schedule

1. Which route(s) do you use?

Visitors center _ little petra
 Turkmanieh _ Cultural Village
 Cultural Village _ Visitors Center

2. Are our bus schedules convenient for you?

3. YES NO

4. Would you like to see any changes to our routes or schedules?

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Section 4: Amenities and Services**1. How important are the following amenities to you?**

Amenities and Services	Not important	somewhat important	Very important	extremely important
1. Wi-Fi				
2. Charging ports				
3. Comfortable seating				
4. On-board announcements				
Other (Please specify)				

2. Have you used our Guest service Center?

YES NO

2. Have you experienced any safety or security concerns while using our bus service?

YES NO

Section 5: Additional Comments

Is there anything else you would like to share about your experience with our bus service?

Do you mind if we contact for more information ?

YES Contact information (Phone/ Email) _____
 NO

Thank you very much,
Have a wonderful time