



Customer Satisfaction Survey

Help us improve your experience! Thank you for taking a few minutes to share your feedback. Your answers will help us make KolokoDirect even more useful, accessible, and sensory-friendly.

General Experience

1. How would you rate your overall experience with the KolokoDirect website?
☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent
2. How likely are you to recommend KolokoDirect to others?
☐ Very Unlikely ☐ Unlikely ☐ Neutral ☐ Likely ☐ Very Likely

Ease of Use

3. How easy was it to navigate the website? ☐ Very Difficult ☐ Difficult ☐ Neutral ☐ Easy ☐ Very Easy
4. Were you able to find what you were looking for?
☐ Yes ☐ No

If no, what were you looking for?

5. Was the website layout and design clear and accessible?
☐ Yes, completely ☐ Not sure ☐ No

Comments

Usefulness of Content

6. How helpful was the sensory-friendly and accessible holiday information?
☐ Not helpful ☐ A little helpful ☐ Helpful ☐ Very helpful

7. Were features like filters, icons, or content tags useful?
☐ Yes ☐ No ☐ I didn't notice them

Comments:

Features and Suggestions

8. Did the listings feel relevant to your needs?
☐ Yes ☐ Somewhat ☐ No

Comments:

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☐ Yes, completely ☐ Not sure ☐ No

Comments

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☐ Not helpful ☐ A little helpful ☐ Helpful ☐ Very helpful

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☐ Yes ☐ No ☐ I didn't notice them

Comments:

8. Did you find the Chatbot useful?
☐ Yes ☐ No ☐ I didn't try it



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Features and Suggestions

9. Did the listings feel relevant to your needs?

☐ Yes ☐ Somewhat ☐ No

Comments:

10. *What features or tools would make planning easier for you?*

11. *Are there any destinations or types of holidays you'd like us to add?*



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Technical Experience

12. What device did you use to access KolokoDirect?

- ☐ Mobile Phone ☐ Laptop/Desktop
☐ Tablet ☐ Smart TV

13. Did everything work smoothly on your device?

- ☐ Yes ☐ No ☐ Not Sure

If no, please describe:

14. Would you prefer to access Koloko on an app?

- ☐ Yes ☐ No ☐ Not Sure



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Final Thoughts

15. What did you enjoy most about KolokoDirect?

16. What could we improve?

17. Any other feedback or ideas?

Many thanks for your time and for your valuable input! 💜

Please email it to: stella@kolokodirect.com



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