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| **NAME** | SURNAME | RESERVATION NUMBER |
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| CONTACT ANDRESS | E - mail | NATIONALITY |
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| **ARRIVAL DATE** | DEPARTURE DATE | CHECK OUT STATION |
|  |  |  |

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| **Have you rented again vehicle by Europcar?** | **ΝΑΙ** | **ΟΧΙ** |  |  |  |
| **What were the criteria for choosing Europcar?**  **1. Rate**  **2. Service Quality**  **3. Reputation**  **4. ........................** | **How did you find us?**  **1. Internet**  **2. Tour Operator**  **3. By Friends**  **4. Incidentally**  **5. ........................** | | | | |
| **How would you rate Europcar?** | | | | | |
| **How would you rate the level of Europcar’s service?** |  |  |  |  |  |
| **How would you rate the presentation of Europcar?** |  |  |  |  |  |
| **The rental process fulfilled your expectations?** |  |  |  |  |  |
| **The vehicle fulfilled your expectations?** |  |  |  |  |  |
| **The Europcar staff was friendly and willing to help?** |  |  |  |  |  |
| **How would you rate Europcar in general?** |  |  |  |  |  |
| **Comparison of rate and service?** |  |  |  |  |  |
| **Would you choose Europcar again?** |  |  |  |  |  |

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| --- |
| **If you have any comments or suggestions please complete the following:** |
|  |

**Thank you for choosing Europcar**