



Agent feedback form

Thank you for taking the time to complete our short feedback form. We hope it will be a positive exercise in helping BLC to learn how effective we are being and how we can continue to grow our successful partnership with you for years to come.

For the following questions, please rate BLC from 1 to 5 (with 5 being the highest rating)

How do you rate BLC in the following areas:

Promotional information

- Website _____
- Brochures _____
- Bristol information _____

Efficiency of staff

- Speed of response _____
- Turn around time for visa letters and paperwork _____
- Accessibility and friendliness of staff _____

Accommodation services

- Quality of homestays _____
- Usefulness of pre-course information _____
- Additional services i.e. airport taxi transfer _____

To the best of your knowledge, how do your students rate us:

Information received upon application and booking _____

Quality of lessons _____

Teaching staff _____

Accommodation _____

Welfare and student services _____

Social programme _____

Additional services such as airport taxi transfers _____



What is most important to you when working with a school?

What can we do to improve our service to you?

Is there anything else you would like us to know?

Please let us know of any changes in personnel or procedures which may affect us.

Thank you again for completing our survey. Please feel free to email us anytime at enq@blc-english.co.uk to let us know how we can improve our service to you.