



Car Hire Agents Organisation Summit 2005 SUMMARY REPORT [\[DOWNLOAD AS EXCEL\]](#)

TOTAL RESPONSES: 89
FIRST RESPONSE: 5 May 2005 16:43
LAST RESPONSE: 6 May 2005 14:40

Figures displayed show percentage of each question's responses (nett)

The Summit programme

Which sessions did you attend on Day One of CHAO 2005?



And which sessions did you attend on Day Two of CHAO 2005?

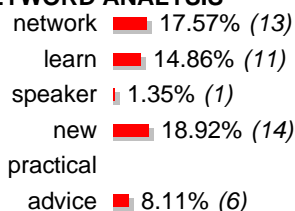


Your expectations

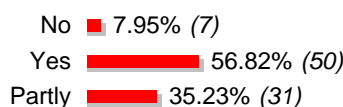
What did you expect from the event?

WRITE IN RESPONSE - 74 responses

KEYWORD ANALYSIS



Were your expectations fulfilled?






In what way did the event not meet your expectations?





Question shown when answer to question 'Were your expectations fulfilled?' is 'No'

WRITE IN RESPONSE - 37 responses

KEYWORD ANALYSIS

quality of speakers  59.46% (22)
 content  2.7% (1)
 new  10.81% (4)

The presentations**Overall, what did you think of the presentation content?**

Excellent  14.94% (13)
 Good  58.62% (51)
 Fair  24.14% (21)
 Poor  2.3% (2)





Any comments on the presentation content?

WRITE IN RESPONSE - 45 responses




What else would you like to have seen in the seminar?

WRITE IN RESPONSE - 41 responses

KEYWORD ANALYSIS

specialist  7.32% (3)
 independent  4.88% (2)
 internet  12.2% (5)
 consumer  4.88% (2)



What did you think of the quality of the speakers?

Excellent  24.14% (21)
 Good  59.77% (52)
 Fair  16.09% (14)
 Poor

Do you have any comments on the quality of the speakers?

WRITE IN RESPONSE - 31 responses

KEYWORD ANALYSIS

specialist  3.23% (1)
 independent  6.45% (2)

Overall impressions**Overall, how satisfied were you with CHAO 2005 as the annual event for the car hire industry?**




Very satisfied  19.32% (17)
 Satisfied  57.95% (51)
 Neither satisfied nor dissatisfied  11.36% (10)
 Dissatisfied  9.09% (8)
 Very dissatisfied  2.27% (2)

Do you have any other comments about the event?

WRITE IN RESPONSE - 49 responses

KEYWORD ANALYSIS







lunch buffet

 22.45% (11)
coffee  4.08% (2)
awards  22.45% (11)

Are there any topics or speakers that you would like to see at CHAO 2006?

WRITE IN RESPONSE - 27 responses

KEYWORD ANALYSIS

specialist  11.11% (3)
corporate  11.11% (3)
consumer  14.81% (4)
fleet  3.7% (1)
internet  3.7% (1)
Europe  3.7% (1)

About you



Car Hire Agents Organisation Summit 2005
CROSS TAB REPORT

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Which sessions did you attend on Day One of CHAO 2005?		Were your expectations fulfilled?		
		No	Yes	Partly
	TOTAL (58)	10.3% (6)	55.2% (32)	34.5% (20)
CHAO Business conference	32.8% (19)	66.7% (4)	28.1% (9)	30.0% (6)
Training seminar	12.1% (7)	16.7% (1)	15.6% (5)	5.0% (1)
Raising finance seminar	6.9% (4)	0.0% (0)	9.4% (3)	5.0% (1)
Human resources seminar	3.4% (2)	0.0% (0)	3.1% (1)	5.0% (1)
Inventory management seminar	20.7% (12)	0.0% (0)	21.9% (7)	25.0% (5)
Real Estate seminar	12.1% (7)	0.0% (0)	12.5% (4)	15.0% (3)
None	29.3% (17)	16.7% (1)	34.4% (11)	25.0% (5)

And which sessions did you attend on Day Two of CHAO 2005?		Were your expectations fulfilled?		
		No	Yes	Partly
	TOTAL (77)	6.5% (5)	59.7% (46)	33.8% (26)
Marketing conference	28.6% (22)	40.0% (2)	39.1% (18)	7.7% (2)
Automotive futures seminar	22.1% (17)	20.0% (1)	21.7% (10)	23.1% (6)
Finance directors seminar	5.2% (4)	0.0% (0)	6.5% (3)	3.8% (1)
Web marketing seminar	16.9% (13)	0.0% (0)	13.0% (6)	26.9% (7)
Commercial vehicles seminar	10.4% (8)	20.0% (1)	13.0% (6)	3.8% (1)
Off road risk assessment	9.1% (7)	0.0% (0)	8.7% (4)	11.5% (3)
CEO Q&A	10.4% (8)	0.0% (0)	15.2% (7)	3.8% (1)
None	22.1% (17)	40.0% (2)	17.4% (8)	26.9% (7)

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