



DESIGN & WORKS DIVISIONS

National Highways Best Value Benchmarking Club (NHBVBC), CSS SW Highways Service Improvement Group (SWHSIG) and Highway Efficiency Liaison Group (HELG):

## CONFERENCE

# Customer/Public Satisfaction Survey for Highways & Transport Services 2008

at

The Bristol Hilton Hotel  
Woodlands Lane, Bradley Stoke, Bristol, BS32 4JF

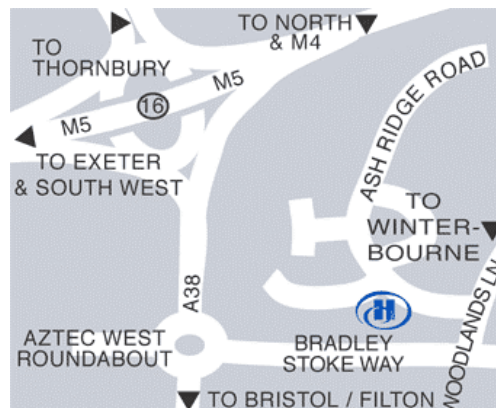
on

Tuesday 9 September 2008

Registration from 09:30 – finish by 16:00

A senior figure from Ipsos MORI and all the key figures involved in promoting and planning the project will be at the Conference

Full agenda to follow



**NB: This Conference is for representatives of those organisations that have taken part in the 2008 Survey only, for the purpose of reviewing the results of the survey.**

**To Reserve your place(s) please complete and return the booking form**



**FAX: 01884 849114**

Further details available from: or contact  
Building Software Ltd on 01884 841884 – [info@buildsoft.co.uk](mailto:info@buildsoft.co.uk)

**TWO delegates from each participating organisation may attend FREE of charge**

Additional Delegates: £60.00 per person plus VAT (£70.05)

**Places are limited so bookings will be taken on a first come, first served basis –  
BOOK NOW to avoid disappointment**



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**Customer/Public Satisfaction Survey for Highways &  
Transport Services 2008 Conference**

**Tuesday 9<sup>th</sup> September – Bristol Hilton Hotel**

**COMPLETE FORM AND FAX TO CLUB ADMINISTRATORS**  
*(see address below)*

Please reserve a place at the above event for the following person(s):

**Name:**

**Job Title:**

**Email:**

**Name :**

**Job Title:**

**Email:**

**Organisation:**

**Address:**

**Postcode:**

**Telephone No. of main contact:**

Please enclose payment\* if appropriate (cheques made payable to Building Software Limited) with your booking form and post to:

Club Administrators  
Building Software Ltd  
17/18 Swallow Court  
Devonshire Gate  
Sampford Peverell, TIVERTON  
EX16 7EJ  
Tel: 01884 841884  
Fax: 01884 849114 [www.building-software.com](http://www.building-software.com)  
Email: [jennifers@buildsoft.co.uk](mailto:jennifers@buildsoft.co.uk)



N.B. \*Refunds will not be given if cancellations are received after the 25<sup>th</sup> August 2008