

NATAS Outbound (Group) Customer Satisfaction Survey

**Please rate your satisfaction level
in the following dimensions.....**

Please circle your ratings :

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	
Pre-tour	1. Your travel booking experience	1	2	3	4	5	NA	Samantha: top notch
	2. Travel preparation instructions	1	2	3	4	5	NA	
	3. Travel information and updates	1	2	3	4	5	NA	
Your tour	4. Departure check-in/transit	1	2	3	4	5	NA	
	5. Surface transportation	1	2	3	4	5	NA	
	6a. The planned (original) Itinerary	1	2	3	4	5	NA	
	6b. The actual itinerary experienced	1	2	3	4	5	NA	
	7. Your accomodation	1	2	3	4	5	NA	
	8. Meals provided	1	2	3	4	5	NA	
Service Personnel	9. Your Tour Leader	1	2	3	4	5	NA	
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	Mr Harry, concern f
Overall	11. The total experience	1	2	3	4	5	NA	
	12. Value-for-money	1	2	3	4	5	NA	
	13. Will you travel travel with us again ? (Plse CIRCLE)	Yes, I will.						

Do you have some feedback or some experience you would like to share with us ?

Compliments:

Feedback:

Name: Gerard Goh

Date: 21/03/2012

Thank you for taking time to give us your invaluable feedback

Remarks (if any)
a was very good, efficient and patient. Her follow-ups are i. Strongly recommend her to my friends for travel.
, our tour guide was very good in ensuring our safety and for our comfortability of the whole trip.
