

## 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	Remarks (if any)
<b>Pre-tour</b>	1. Your travel booking experience	1	2	3	4	5	NA	
	2. Travel preparation instructions	1	2	3	4	5	NA	
	3. Travel information and updates	1	2	3	4	5	NA	
<b>Your tour</b>	4. Departure check-in/transit	1	2	3	4	5	NA	
	5. Surface transportation	1	2	3	4	5	NA	
	6a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	
	6b. The <b>actual</b> 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	
<b>Service Personnel</b>	9. Your Tour Leader	1	2	3	4	5	NA	
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	
<b>Overall</b>	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)	<b>Yes / No / Maybe</b>						

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

**Compliments:**

**3D4N W Msia (9-12 Dec 2011) : Tour guide and driver were very reliable. They placed customers before selves. They are matured and professional yet caring in handling us, customers. Guide (Mr Low) He took effort to remember customers' family names. Organised and hardworking. He ensured halal food was served to my group and always checked with us if we were OK. Driver, Mr Thomas is very skilful and careful in ensuring safe road ride throughout the journey. He remembered the group's luggage and arranged each luggage carefully into the luggage compartment in the coach. Compliments to Mr Low and Mr Thomas and I strongly recommend their deployment for future trips.**

**Jacqueline: Was very prompt in responding to my queries for holiday in Msia. In fact I informed her that I called other tour agencies and Luxury outlets, she was the only one who responded promptly and showed interest to entertain me. I am very happy with her attitude and being meticulous in seeing through my family (8 people) needs for this holiday.**

**Programme : Overall - Good! My family is very pleased with the accommodations, meals and overall trip. Thank you so much!**

**Feedback:**

**To include group travel insurance in the package**

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Name: Siti Rashidah

Date: 16-Dec-11

**Thank you for taking time to give us your invaluable feedback**

Aug 10 2010