

NATAS Outbound (Group) Customer Satisfaction Survey

		Please rate your satisfaction level in the following dimensions..... Please circle your ratings :						Remarks (if any)
		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	
Pre-tour	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	
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	
Service Personnel	8. Meals provided	1	2	3	4	5	NA	
	9. Your Tour Leader	1	2	3	4	5	NA	
Overall	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	
	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 / No / Maybe (Definitely YES)						

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

Compliments:

Special Thanks to your colleageus Ms. Jacqueline Chong and Ms. Samantha who arranged our tour here in Singapore and as well as Mr. Rumbo from David Best Tour who was always taking care of us in Phuket since pick up from airport till departure.

Feedback:

It was first time travelling with your agent. Me and my girlfriend has been impressed by overall service from you and tour from phuket and it was really memorial moment that we can never forget. When I asked question to your agent before we left singapore, they respond me by via email within few hours. When we arrived to Phuket, the tour guide called Mr. Rumbo who has been taking care of us very well with his professional skills and exceptional knowledge. He arranged tour for us in low rate but in high class such we were in VIP room in cruise ship when we are going to Phi Phi Island. Driver is also kind of nice person that he is driving safely for us in all the way pick up and drop off. They arranged free tour for us after Phi Phi Island tour. We were experience by riding ATV and elephant which really impress my girlfriend. This is her birthday and honeymoon as well. So, she is very happy for everything. I really thank you and your team members both in Singapore and Phuket. When we arrived to Hotel, we were upgraded to highest room category which we did not excepted. Receptionist is always taking care of us such breakfast, wake up call, etc. On valentine's day, housekeeping placed single rose on our bed and wishing with by one sentence said that "Happy Valentine's Day Ms. Ayako and Mr. Chan". We did not expect these kind of service from small hotel. Our experience was really great with all your excellence service. Mr. Rumbo arranged 3 hours spa in Spa village. My girlfriend really really love it. Once again, Thank you very much for all of your exceptional arrangements and service. I will pass this experience to all my friends who wish to visit to Phuket in future. For us, we will definitely go for our next vacation to somewhere with your agent in future. Thank you so much guys..!! Cheers!!!

Name: Chan & Ayako (Travellers to Phuket from 12th feb to 15th feb)

Date: 16th Feb 2012

Thank you for taking time to give us your invaluable feedback

Aug 10 2010