

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)
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	
	8. Meals provided	1	2	3	4	5	NA	
Service Personnel	9. Your Tour Leader	1	2	3	4	5	NA	Free & Easy package
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	Free & Easy package
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)	<u>Yes / No / Maybe</u>						

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

Compliments:

Staff handling my booking was helpful and friendly

Feedback:

Nil

Name: _____ Cheong NK _____

Date: _____ 16-Aug-11 _____

Thank you for taking time to give us your invaluable feedback

Aug 10 2010