## NATAS Outbound (Group) Customer Satisfaction Survey

		Please rate your satisfaction level in the following dimensions  Please circle your ratings:		Dissoristied Dissori	Neut.	Soffice	Ven.	NA Sotistied	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 <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	
Service Personnel	9.	Your Tour Leader	1	2	3	4	5	NA	
	10.	Your Tour Guide (overseas)	1	2	3	4	5	NA	
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 / <del>No / Maybe</del>						

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

Compliments:							
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Feedback:							
	Great job done by all staff concerned Maxine Atan; Jacky; Samantha Lau						
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<u> </u>							
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Name:	Jesie Chan						
Date:	27-Jan-12						

Thank you for taking time to give us your invaluable feedback  $% \left\{ 1\right\} =\left\{ 1$