## NATAS Outbound (Group) Customer Satisfaction Survey

|                      |     | Please rate your satisfaction level<br>in the following dimensions<br>Please circle your ratings : | V.e.u.           | Dissoci. | Veut. | Sottice. | Ven. | N <sub>4</sub> Solistied | Remarks<br>(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                       | Spring City accommodation<br>- Very satisfied. |
|                      | 8.  | Meals provided   | 1                | 2        | 3     | 4        | 5    | NA                       |  |
| Service<br>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 / No / Maybe |          |       |          |      |                          |  |

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

## Compliments:

|           | Both agents from the Singapore and Yunnan side were good.<br>Special mention of professionalism to Monica Lee and the driver, Xiao Chao |  |  |  |  |  |  |  |
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| Feedback: |   |  |  |  |  |  |  |  |
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| Name:     | Jessie Chan   |  |  |  |  |  |  |  |
| Date:     | 23/11/2011 (Travel dated: 17 - 20 Nov 2011)   |  |  |  |  |  |  |  |

Thank you for taking time to give us your invaluable feedback