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	See colour in RED
	2.	Travel preparation instructions	1	2	3	4	**5**	NA	See colour in RED
	3.	Travel information and updates	1	2	3	4	**5**	NA	See colour in RED
Your tour	4.	Departure check-in/transit	1	2	3	4	**5**	NA	See colour in RED
	5.	Surface transportation	1	2	3	4	**5**	NA	See colour in RED
	6a.	The **planned** (original) Itinerary	1	2	3	4	**5**	NA	See colour in RED
	6b.	The **actual** itinerary experienced	1	2	3	4	**5**	NA	See colour in RED
	7.	Your accomodation	1	2	3	4	**5**	NA	See colour in RED
	8.	Meals provided	1	2	3	4	**5**	NA	See colour in RED
Service Personnel	9.	Your Tour Leader	1	2	3	4	**5**	NA	See colour in RED
	10.	Your Tour Guide (overseas)	1	2	3	4	**5**	NA	See colour in RED
Overall	11.	The total experience	1	2	3	4	**5**	NA	See colour in RED
	12.	Value-for-money	1	2	3	4	**5**	NA	See colour in RED
	13.	**Will you travel travel with us again ? (Plse CIRCLE)**	**Yes**						

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

Compliments:

I was very satisfied with the service provided Jacqueline Chong as she was able to plan the itinerary accordingly to my request. The hotels she recommended to me during my stay in Surabaya and Bali was also excellent. Meals during the trip was also favourable to my group liking which we enjoyed tremendously.

Feedback:

Only one hindsight is that my group was supposed to receive a garland of flowers upon arriving at Bali Airport at the meet and greet but we did not received it as to what the tour voucher had indicated it down. Though this was a small incident but I felt a little embarrassed as I had told the group that we will be receiving flowers at the airport.

Name: Lim Poh Cheong Gregory

Date: 22/02/12

Thank you for taking time to give us your invaluable feedback

Aug 10 2010