

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	
	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: All of us have enjoyed our trip. I would like to thanks to Perlin for being so professional, taking good care of us, and provide us excellent service though with such short notice of our trip. If there is another chance to
to organise an overseas trip next year , I would like to work with Perlin again and request her to be
our tour leader!

Feedback: _____

Name: Rebecca Lim

Date: 21-Nov-11

Thank you for taking time to give us your invaluable feedback