



Name (Optional): PAT DONERTY
DONNA SPIVEY Ranger: PADDY

Dates of Stay: 08/02/2011 - 08/05/2011 Suite Number: NINE

The following categories are self-explanatory with a rating of 1 being extremely poor and a rating of 10 being exceptional.

How did you hear about Savanna? Direct/Friend..... Tour Operator/ Brochure..... Portfolio Collection Brochure..... Website.....

Please specify details (i.e. name of agent etc) _____

If Direct Booking, Quality of Service

<u>RECEPTION</u>	<u>Rate</u>	<u>Additional Comments</u>
Check in & Welcome	<u>10</u>	<u>WARM GREETING + TOUR - FELT AT HOME FROM THE BEGINNING</u>
<u>ROOM</u>		
Cleanliness	<u>10</u>	<u>> OVER THE TOP!</u>
Amenities	<u>10</u>	
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<u>10</u>	<u>> WARM, WELCOMING - LOVE DINING SET-UP CONVIVIAL ATMOSPHERE</u>
Cleanliness	<u>10</u>	
<u>FOOD</u>		
Overall	<u>10</u>	<u>SEND THE CHEF TO CHICAGO! SUPERB FOOD IN TERMS OF QUALITY AND VARIETY AND FRESHNESS</u>
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<u>10</u>	<u>> STAFF DISTINGUISH THEMSELVES IN EVERY WAY</u>
Staff Professionalism	<u>10</u>	
Staff Friendliness	<u>10</u>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<u>10</u>	<u>> PADDY'S KNOWLEDGE + EXPERIENCE ARE EXCEPTIONAL. HIS SHARING OF THAT WITH GUESTS AND OTHER RANGERS MAKES FOR A RICHER EXPERIENCE FOR ALL</u>
Ranger Enthusiasm	<u>10</u>	
Quality Of the Experience	<u>10</u>	
<u>Tracker:</u>		
Tracker Knowledge	<u>10</u>	<u>> JAMES WAS EXCEPTIONALLY FOCUSED AND ENTHUSIASTIC ABOUT PROVIDING A WIDE ARRAY OF ANIMALS FOR US TO SEE; HIS COFFEE IN THE MORNING AND WINE AT NIGHT ARE GREAT TOO!</u>
Tracker Enthusiasm	<u>10</u>	
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?	<u>ABSOLUTELY</u>	

COMMENTS:
OUR STAY WAS A WONDERFUL EXPERIENCE - OUR EVERY NEED WAS MET; STAFF ARE WARM, FRIENDLY + PROFESSIONAL; THE FACILITIES ARE EXCEPTIONAL AND OF COURSE, THE INCREDIBLE GAME VIEWING WAS A VERY REWARDING EXPERIENCE.