



Name (Optional): Louie Bernstein Ranger: FREG

Dates of Stay: 14th - 17th December Suite Number: 3

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/Agent..... Brochure..... Portfolio Collection Brochure..... Website..... Other.....

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>Extremely friendly</u>
<u>ROOM</u>		
Cleanliness	<u>10</u>	<u>Cleaned & bed made & both run for us</u>
Amenities	<u>10</u>	<u>Everything we needed</u>
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<u>10</u>	<u>Very handy & service always available</u>
Cleanliness	<u>10</u>	
<u>FOOD</u>		
Overall	<u>10</u>	<u>Outstanding - every meal was superb.</u>
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<u>10</u>	<u>Everyone is helpful & friendly. We</u>
Staff Professionalism	<u>10</u>	<u>both like we were part of a big family here</u>
Staff Friendliness	<u>10</u>	<u>The staff made our experience unforgettable</u>
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<u>10</u>	<u>Greg was friendly & extremely knowledgeable</u>
Ranger Enthusiasm	<u>10</u>	<u>We saw everything (Big 5) and even saw a lion kill</u>
Quality Of the Experience	<u>10</u>	<u>happens.</u>
<u>Tracker:</u>		
Tracker Knowledge	<u>10</u>	<u>Nadine was a star - very friendly & personable</u>
Tracker Enthusiasm	<u>10</u>	<u>& had great stories</u>
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?	<u>10 1/2 yes</u>	

COMMENTS:

Savanna was the greatest experience of our lives. The staff and amenities are world class. The food is outstanding & overall we couldn't ask for more. We will definitely be returning to Savanna.