



Name (Optional): Brian & Joan McInnes Ranger: David

Dates of Stay: May 30-31 June 1/11 Suite Number: 5

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>ROOM</u>		
Cleanliness	<u>10</u>	-----
Amenities	<u>10</u>	-----

<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<u>10</u>	-----
Cleanliness	<u>10</u>	-----

<u>FOOD</u>		
Overall	<u>10</u>	-----

<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<u>10</u>	-----
Staff Professionalism	<u>10</u>	-----
Staff Friendliness	<u>10</u>	-----

<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<u>10</u>	-----
Ranger Enthusiasm	<u>10</u>	-----
Quality Of the Experience	<u>10</u>	-----

<u>Tracker:</u>		
Tracker Knowledge	<u>10</u>	-----
Tracker Enthusiasm	<u>10</u>	-----

OVERALL IMPRESSION OF SAVANNA
Would you return to Savanna? Most DEFINITELY.

COMMENTS:
Excellent !!