



Name (Optional): GRAHAM FORD Ranger: GREG & DAVID

Dates of Stay: 20-24/MAR/2011 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.V.)
Brochure..... Portfolio Collection Brochure..... Website..... Other....

Please specify details (i.e. name of agent etc) ASIA TO AFRICA SAFARIS

If Direct Booking, Quality of Service

<u>RECEPTION</u>	<u>Rate</u>	<u>Additional Comments</u>
Check In & Welcome	<input type="text" value="10"/>	MY REQUEST FOR AN AFRICAN THUNDER-STORM WAS ADMIRABLY FULFILLED + UNFORGETABLE - THANK YOU SO MUCH
<u>ROOM</u>		
Cleanliness	<input type="text" value="10"/>	
Amenities	<input type="text" value="10"/>	
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<input type="text" value="10"/>	
Cleanliness	<input type="text" value="10"/>	
<u>FOOD</u>		
Overall	<input type="text" value="10"/>	
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<input type="text" value="10"/>	VERY FRIENDLY WITHOUT BEING INTRUSIVE - EXCELLENT BALANCE
Staff Professionalism	<input type="text" value="10"/>	
Staff Friendliness	<input type="text" value="10"/>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<input type="text" value="10"/>	HIGHLIGHTS - WILD DOGS CHASING 3 LEOPARDS UP TREES
Ranger Enthusiasm	<input type="text" value="10"/>	
Quality of the Experience	<input type="text" value="10"/>	
<u>Tracker:</u>		
Tracker Knowledge	<input type="text" value="10"/>	GOOD SENSE OF HUMOUR (LIBOR & LAWRENCE)
Tracker Enthusiasm	<input type="text" value="10"/>	
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?		DEFINITELY YES

COMMENTS:
MY/OUR EXPECTATIONS WERE HIGH AT THE START BUT THESE WERE EXCEEDED BY UNEXPECTED SURPRISES. GAME VIEWING WAS EXCEPTIONAL;