



Name (Optional): Joanne Pastor Ranger: GREG

Dates of Stay: 5-8 December 2010 Suite Number: 1

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 N/A

<u>RECEPTION</u>	<u>Rate</u>	<u>Additional Comments</u>
Check in & Welcome	<input type="checkbox"/> 10	
<u>ROOM</u>		
Cleanliness	<input type="checkbox"/> 10	
Amenities	<input type="checkbox"/> 10	
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<input type="checkbox"/> 10	
Cleanliness	<input type="checkbox"/> 10	
<u>FOOD</u>		
Overall	<input type="checkbox"/> 10	
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<input type="checkbox"/> 10	Nothing was too difficult for any of the staff, from Kelly to the kitchen to Greg & Nordie - it made our whole visit special & enjoyable.
Staff Professionalism	<input type="checkbox"/> 10	
Staff Friendliness	<input type="checkbox"/> 10	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<input type="checkbox"/> 10	Greg's professionalism & passion for Sabi Sands was impressive. He kindly extended game drives when something exciting was happening - this kind of generosity of time was much appreciated.
Ranger Enthusiasm	<input type="checkbox"/> 10	
Quality Of the Experience	<input type="checkbox"/> 10	
<u>Tracker:</u>		
Tracker Knowledge	<input type="checkbox"/> 10	Nordie's knowledge & sense of humor & ability to spot track game was impressive. He was also generous in allowing game drives for us & driving us to the village for a cultural visit.
Tracker Enthusiasm	<input type="checkbox"/> 10	
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?		Absolutely Yes!

COMMENTS:
Loved it - game viewing was excellent as was the service & amenities. I would recommend this to anyone in the future.