



Name (Optional): RUTH + DAVID Ranger: DAVID

Dates of Stay: 16-19th JULY 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) CARRER

If Direct Booking, Quality of Service

<u>RECEPTION</u>	<u>Rate</u>	<u>Additional Comments</u>
Check in & Welcome	<input type="text" value="10"/>	<u>Warmest welcome we've ever had - Louise!</u>
<u>ROOM</u>		
Cleanliness	<input type="text" value="10"/>	
Amenities	<input type="text" value="10"/>	
<u>LOUNGE, DINING ROOM &amp; 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>Superb food &amp; huge effort to tailor to our needs. Cyril is great!</u>
<u>SERVICE &amp; HOSPITALITY</u>		
Quality of Service	<input type="text" value="10"/>	
Staff Professionalism	<input type="text" value="10"/>	<u>Lovely warm, friendly, family atmosphere</u>
Staff Friendliness	<input type="text" value="10"/>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<input type="text" value="10"/>	<u>David looked after us amazingly.</u>
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"/>	<u>Lawrence was excellent &amp; just a nice man.</u>
Tracker Enthusiasm	<input type="text" value="10"/>	
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?		<u>Definitely</u>

COMMENTS:

Cannot believe the friendly atmosphere here. All four of us (room 6 also) would rate this as one of our best holidays / experiences. The friendliness is clearly genuine & pervades every aspect of Savanna.

(please put large mugs for tea/coffee/chocolate in the rooms)