



Name (Optional): STEPHEN & CHARLOTTE Ranger: DAVID

Dates of Stay: 4RM Suite Number: 6

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? YES

COMMENTS:
A GENUINELY FAULTLESS SERVICE. STAFF INCREDIBLY WELCOMING AND FRIENDLY - IT'S BEEN AN AMAZING COUPLE OF DAYS.
THANK YOU!