

Tour Questionnaire.

Thank you for booking your tour with Adventures Abroad. Your opinion is important to us. We try to maintain a consistently high standard on our tours. Your feedback will help us maintain and improve our product.

YOUR NAME
TOUR CODE
DEPARTURE DATE
TOUR LEADER

GENERAL INFORMATION

1 WHAT PROMPTED YOU TO JOIN THIS ADVENTURES ABROAD TOUR?
HOW DID YOU FIRST LEARN OF ADVENTURES ABROAD?

2 HOW WOULD YOU RATE THIS TOUR OVERALL?

	Excellent	Very Good	Average	Fair	Poor
Seeing the 'main attractions'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local excursions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3

	Yes	No
Would you recommend this adventures abroad tour to others?	<input type="radio"/>	<input type="radio"/>
Was this tour good value for money?	<input type="radio"/>	<input type="radio"/>

Additional comments:

PRE-DEPARTURE SERVICE

PLEASE RATE OUR PRE-DEPARTURE SALES STAFF SERVICE

Who was your sales staff point of contact?

MARTIN	<input type="radio"/>
RICK	<input type="radio"/>
SERRA	<input type="radio"/>
DAVID	<input type="radio"/>

	Excellent	Very Good	Average	Fair	Poor
Sales staff customer service skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending initial documents in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments regarding sales staff service:

PRE-DEPARTURE SERVICE

PLEASE RATE OUR PRE-DEPARTURE CONSULTING STAFF SERVICE

Who was your consulting staff point of contact?

CHARLENE	<input type="radio"/>
CHRISTINE	<input type="radio"/>

	Excellent	Very Good	Average	Fair	Poor
Consulting staff customer service skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending final documents in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments regarding consulting staff service:

PLEASE RATE OUR PRODUCT

	Excellent	Very Good	Average	Fair	Poor
Accuracy of the day-by-day itinerary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of the pre-departure information package	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	No	Yes	Details regarding booking your flights
Did you book your flights with Adventures Abroad? If so, please rate the service you received in booking those flights.	<input type="radio"/>	<input type="radio"/>	

Additional comments regarding product and flight service:

EXCURSIONS & LOCAL GUIDES

1 COMMENT ON THE EXCURSIONS YOU ENJOYED ON THIS TOUR

2 COMMENT ON THOSE EXCURSIONS YOU WOULD PREFER TO SEE ELIMINATED OR IMPROVED

3 PLEASE RATE AND COMMENT ON THE SERVICES OF ANY LOCAL GUIDES

TRANSPORTATION & MEALS

1 DID THE EVENING MEAL PLAN MEET YOUR EXPECTATIONS?

2 PLEASE COMMENT ON THE TRANSPORTATION USED ON THIS TOUR

YOUR TOUR LEADER

PLEASE RATE YOUR TOUR LEADER ON THE FOLLOWING

	Excellent	Very Good	Average	Fair	Poor
Does he/she have the right personality for the job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please explain your answer:					
Was he/she helpful during the tour?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please explain your answer:					
How were his/her organizational skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please explain your answer:					
What was his/her general and local knowledge like?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please explain your answer:					

	Excellent	Very Good	Average	Fair	Poor
What was his/her attitude in general like?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your answer:

Rate his/her discussions with regard to depth, information, presentation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Please explain your answer:

	No	Yes	Details
We do not approve of clients being taken into shops by your Tour Leader or local guides. Please indicate whether you were taken into shops or pressured to buy goods. If so, please provide details.	<input type="radio"/>	<input type="radio"/>	

Additional comments regarding your Tour Leader:

