



INDOCHINA GRAND TOUR CORPORATION

Head Office: No.20 - Thai Thinh 2 Str
Dong Da Dist - Hanoi - Vietnam
Tel: (84) 466 805 749 | **E:** contact@iGrandtour.com
W: www.iGrandtour.com | www.indochinagrandtour.com

INDEPENDENT TRAVEL CLIENT SURVEY

Dear valued traveler,
I would like to send my sincerest thank to you for using our services!
With the aim of maintaining and improving the quality of our tours. We would be graceful if you could complete the following questionnaire concerning various aspects of your holidays. Please kindly either hand the completed survey to your tourguide or post it to us in the envelop provided. Thank you kindly for your assistance.

Your name : Antonio Braga.....
Home address : [redacted] Tijuca – Rio de Janeiro - Brasil.....
Email address : [redacted].uninet.com.br.....
Reference : Thailand, Myanmar, Vietnam, Laos and Cambodja
Date : 11/March/2013.....
Local guide :

1. How would you rate your local guide in the following areas?

Professionalism

Excellent Very good Good Satisfactory Poor

Knowledge of destinations:

Excellent Very good Good Satisfactory Poor

Tour management & organizational skills

Excellent Very good Good Satisfactory Poor

Communication & people skills

Excellent Very good Good Satisfactory Poor

Comments: Very good guides in all cities: Bangkok, Yangoon, Bagan, Inle Lake, Hanoi, Halang Bay, Hue, Ho Chi Minh, Siam Rep, and Luang Prabang.

2. Describe your overall level of satisfaction of this tour:

Excellent Very good Good Satisfactory Poor

Comments:.....

3. What were the highlights?

Comments: Professionals tour guides supporting all commitments. Good hotels and restaurants. Support during the whole trip.

4. How would you rate your drivers' ability and vehicles used?

Excellent Very good Good Satisfactory Poor



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Comments:.....

5. How would you rate the accommodation used?

Excellent Very good Good Satisfactory Poor

Comments:.....

6. How would you rate the pre – departure information given to you before your holiday?

Excellent Very good Good Satisfactory Poor

Comments:.....

7. Would you like to travel with us again? Yes No

Comments:.....

8. Are you interested in travelling to another Indochina destination?

China Cambodia Laos India Japan Thailand Vietnam

Comments:.....

Would you like to receive our E – Newsletter: Yes No

Do you have any further comments or suggestions for improving the overall quality of this tour?

We are happy with the service provided by IGrandTour. Since the planning we received an excellent support from Annie Bui. The excellent quality service continued during execution. All commitments were followed. Very good tour guides, good hotels and restaurants.

I am really impressed with the excellent service provided by IGrandTour and I recommend their services.

We highly appreciate your opinions. Tour feedback assists with the improvement of our product, services and customer care. By checking the box, you agree to allow us to share this vital information with our business partners and agents.