



**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 : Ingo Pinz.....  
Home address : Germany, 65824 Schwalbach.....  
Email address : .....  
Reference : .....  
Date : .....  
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:.....

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

Excellent  Very good  Good  Satisfactory  Poor

Comments:.....

**3. What were the highlights?**

Comments:....perfect management.....

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

Excellent  Very good  Good  Satisfactory  Poor

Comments:.....



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**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. 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?  
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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.