



Name (Optional): DAVID BARRERA / MERCEDES YUDELO Ranger: GREG COATES
Dates of Stay: 24/06/11 - 30/06/11 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..... → Ranger (G. Coates)

Please specify details (i.e. name of agent etc) _____

If Direct Booking, Quality of Service 10

RECEPTION
Check in & Welcome 10 _____

ROOM
Cleanliness 10 _____
Amenities 10 _____

LOUNGE, DINING ROOM & BAR
Overall Impression 10 _____
Cleanliness 10 _____

FOOD
Overall 10 _____

SERVICE & HOSPITALITY
Quality of Service 10 _____
Staff Professionalism 10 _____
Staff Friendliness 10 _____

GAME DRIVES
Ranger:
Ranger Knowledge 10 _____
Ranger Enthusiasm 10 _____
Quality Of the Experience 10 _____

Tracker:
Tracker Knowledge 10 _____
Tracker Enthusiasm 10 _____

OVERALL IMPRESSION OF SAVANNA
Would you return to Savanna? DEFINITELY!!

COMMENTS: There's Heaven Above Here's Eden... And above it's Savanna Lodge!!! Thank you very much to everyone! It was a platinum quality experience.