



SAVANNA
PRIVATE GAME RESERVE

Name (Optional): CONAGHAN Ranger: PATRICK

Dates of Stay: 8-12 Nov. Sutra Number: 3

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>Home + house a very warm and welcoming.</u>
<u>ROOM</u>		
Cleanliness	<u>10</u>	<u>Can not fault it</u>
Amenities	<u>10</u>	<u>Fantastic, loved having a bath waiting when we came back from evening game drive.</u>
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<u>10</u>	<u>lovely, comfortable lounge, as is the dining room.</u>
Cleanliness	<u>10</u>	
<u>FOOD</u>		
Overall	<u>10</u>	<u>Fantastic choice, beautifully prepared - the diet starts tomorrow.</u>
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<u>10</u>	<u>Prompt, efficient, friendly</u>
Staff Professionalism	<u>10</u>	
Staff Friendliness	<u>10</u>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<u>10</u>	<u>Patrick was great, very knowledgeable and keen to share. We had a wonderful time and see had some great sightings.</u>
Ranger Enthusiasm	<u>10</u>	
Quality Of the Experience	<u>10</u>	
<u>Tracker:</u>		
Tracker Knowledge	<u>10</u>	<u>Libby's quicker than Patrick but knows his stuff</u>
Tracker Enthusiasm	<u>10</u>	
<u>OVERALL IMPRESSION OF SAVANNA</u>		
Would you return to Savanna?		<u>Yes, yes, and yes again!</u>

COMMENTS:

As you can see from the above, we had a lovely experience and you surpassed our expectations. We'll definitely recommend to all our friends. A big thank you to one and all.