



Name (Optional): Elizabeth Ninomyer/Ranger: Grey

Dates of Stay: 4-6 May 2011 Suite Number: 1

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	<input type="text" value="10"/>	We felt welcomed from the first moment.
<u>ROOM</u>		
Cleanliness	<input type="text" value="10"/>	My mother is picky, + she quished over the cleanliness + amenities
Amenities	<input type="text" value="10"/>	
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<input type="text" value="10"/>	Extremely comfortable Outstanding.
Cleanliness	<input type="text" value="10"/>	
<u>FOOD</u>		
Overall	<input type="text" value="10"/>	Excellent.
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<input type="text" value="10"/>	Top notch. " " Very genuine + warm!
Staff Professionalism	<input type="text" value="10"/>	
Staff Friendliness	<input type="text" value="10"/>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		
Ranger Knowledge	<input type="text" value="10"/>	Outstanding. Obviously enjoys + loves his work! Exceptional.
Ranger Enthusiasm	<input type="text" value="10"/>	
Quality Of the Experience	<input type="text" value="10"/>	
<u>Tracker:</u>		
Tracker Knowledge	<input type="text" value="10"/>	Exceptional. Also excellent.
Tracker Enthusiasm	<input type="text" value="10"/>	

OVERALL IMPRESSION OF SAVANNA
 Would you return to Savanna? Absolutely.

COMMENTS:
 I would certainly recommend Savanna lodge for a stay. It was relaxing, yet exciting. The service, food and accomodations were simply exceptional. I felt at home + well cared for.