



Name (Optional): Jenny Lawson & Cheney Lawson Ranger: David

Dates of Stay: 27th Oct - 29th 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.....

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"/>	_____
<u>ROOM</u>		
Cleanliness	<input type="text" value="10"/>	_____
Amenities	<input type="text" value="10"/>	_____
<u>LOUNGE, DINING ROOM & BAR</u>		
Overall Impression	<input type="text" value="10"/>	_____
Cleanliness	<input type="text" value="10"/>	_____
<u>FOOD</u>		
Overall	<input type="text" value="10"/>	_____
<u>SERVICE & HOSPITALITY</u>		
Quality of Service	<input type="text" value="10"/>	<u>Amazing service refreshingly casual!</u>
Staff Professionalism	<input type="text" value="10"/>	
Staff Friendliness	<input type="text" value="10"/>	
<u>GAME DRIVES</u>		
<u>Ranger:</u>		<u>Amazing photography knowledge!</u>
Ranger Knowledge	<input type="text" value="10"/>	
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"/>	_____
Tracker Enthusiasm	<input type="text" value="10"/>	_____

OVERALL IMPRESSION OF SAVANNA
Would you return to Savanna? I would return 100 times again if possible

COMMENTS:
Out of every lodge/hotel we have visited in Africa and other continents, savanna is by far my favourite property!