

27 April 2012



Dear Ryan Roberts & Family

Welcome to Sri Lanka! We hope your stay in our country will be a happy and memorable one.

Whilst you are here you are in the special care of Columbus Tours, and it will be our pleasure to ensure that your holiday is perfect. Our service is personalised and we strive to provide you with high quality tours and holidays.

In order to ensure the maximum satisfaction of our clients, we would appreciate if you could oblige us by completing this simplified questionnaire.

Please detail any shortcomings in the itinerary and feel free to make any suggestions. Kindly return this to us through your chauffeur prior to departure.

Date of arrival: 27 th April 2012	Date of departure: 17 th May 2012			
	Excellent	Good	Fair	Poor
Itinerary		✓		
Transportation	✓			
Guide / Chauffeur	✓			
Hotel accommodation		✓		
Meals	✓			
All round service / in general	✓			

Will you recommend Sri Lanka and Columbus Tours to your friends/relatives & colleagues?

YES NO

Your reason for answering "Yes" or "No"? PROMPT, EFFICIENT, PROFESSIONAL AND VERY ACCOMMODATING SERVICE FROM NADINE - ALSO A FRIENDLY, COURTEOUS AND HELPFUL GUIDE IN PRIYA WHO IS ALSO AN EXCELLENT AND CAREFUL DRIVER

Your thoughts on how Columbus can improve its services? KEEP UP THE EXCELLENT SERVICE

Any other remarks? NONE

Your favourite hotel visited during your stay in Sri Lanka? THEY WERE ALL VERY GOOD - BUT PERHAPS CHAYA - IN YALA BECAUSE OF LOCATION - AND

Thank you. QUALITY OF ACCOMMODATION AND FOOD -

Signature of client

Name: RYAN ROBERTS - SPRINGVALE SOUTH VICTORIA - AUSTRALIA
 Address:
 Email: Ryan.Roberts@optusnet.com.au Date: 7/6/2012

Please be so kind as to enclose this sheet in a sealed envelope addressed to me and hand it over to your chauffeur/guide at the end of your tour. Thanking you for traveling with Columbus Tours.

We do hope to see you again soon!
Nadine Samoravickreme
 Senior Manager Sales and Marketing

Thank you NADINE AND PRIYA - I/WE HAD A WONDERFUL HOLIDAY.
 RYAN