

Cruise Tour – Feedback Form

BT: 86

Name: SEAN McADAM GUANGZHOU BRITISH SCHOOL

Gender: Male 16 Female 11

Country-of Residence:

Age Range: 0-20 21-30 31-40 41-50 51-60
 61-70 71-80 80-90 >90

How did you hear about our cruise? – (Select all that applies)

- Internet Search
- Halong Sails Website
- Your home country travel Agent
- Travel Agent in Vietnam
- From friends
- Advertisement in magazines etc
- From the hotel concierge / travel desk
- At the Ha Long pier
- Other

If Others, please specify _____

Name of the hotel or travel agent who recommended our cruise:

VIETVISION TRAVEL, HANOI

How did you book the tickets for our cruise?

- Directly with us
- Your home country travel Agent
- Travel Agent in Vietnam
- From the hotel concierge / travel desk
- At the Ha Long pier

Name of the hotel or travel agent who booked the cruise tickets:

VIETVISION

Overall Feedback:

On a scale of 1 – 10, with 1- Poor, 10- Excellent +

How would you rate these for the cruise:

	Poor			Neutral				Excellent			
Overall Experience	1	2	3	4	5	6	7	8	9	10	++
On-board Service	1	2	3	4	5	6	7	8	9	10	++
Quality of food	1	2	3	4	5	6	7	8	9	10	++
Value for money	1	2	3	4	5	6	7	8	9	10	++

Would you come back to this tour again? Yes No

Would you recommend this tour to your friends and family? Yes No

WITHOUT DOUBT

A VERY BIG THANK YOU FOR A QUALITY TRIP.
 S. McAdam
 British School of Guangzhou.

Detailed Feedback

	Poor			Neutral				Excellent		
Welcome on-board	1	2	3	4	5	6	7	8	9	10
Overall Tour Package	1	2	3	4	5	6	7	8	9	10
Comfortness of the junk ride	1	2	3	4	5	6	7	8	9	10
Cabin comfort *	1	2	3	4	5	6	7	8	9	10
Courteousness of the staff	1	2	3	4	5	6	7	8	9	10
Food & Beverage service provided by staff	1	2	3	4	5	6	7	8	9	10
Range of beverages	1	2	3	4	5	6	7	8	9	10
Cleanliness of cabins *	1	2	3	4	5	6	7	8	9	10
Cleanliness of deck	1	2	3	4	5	6	7	8	9	10
Cleanliness of dining area	1	2	3	4	5	6	7	8	9	10
Pickup and drop off service	1	2	3	4	5	6	7	8	9	10
Clarity of announcement and instructions on-board	1	2	3	4	5	6	7	8	9	10
Safety Equipment on-board	1	2	3	4	5	6	7	8	9	10

* Does not apply for day cruises

Sign: S. McAdan

Date: 21/04/10

Comments or suggestions for improvement:

SAFETY TALK BY CREW/STAFF WHEN BOARDING COULD BE AN AREA FOR IMPROVEMENT

For Office Use Only

Boat Name & Number	_____	Total Capacity	_____
Captain's Name	_____	Occupancy	_____
Verified by	_____	Stored in System (Y/N)	_____
Day Cruise time	_____	Overnight Cruise type	_____

*Checked by: Nour Nour
22/4/07*

*A user BID travel for...
S. McAdan
British School of Management*