

Elephant Travels & Tours (Pvt) Ltd

No.52, Jawatte, Road, Colombo-5,

Sri Lanka

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E-Mail: elephanttours1@gmail.com, elephanttours@kenigs.com

Web Site www.elephanttours-srilanka.com

www.best-srilanka.com



Tour No	ETT - 889
Client Name	Mazal
Tour Start Date:	06-01-2014
Tour End Date:	20-01-2014

Dear

Please complete this questionnaire and post it to above address (Envelop attached with Stamp)

Your Comments and suggestions will help us to improve our services

Please indicate your response by marking a "X" in the appropriate column.

EXCELLENT

GOOD

SATISFACTORY

UNSATISFACTORY

Reception by the representative of Elephant Tours on Arrival				
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Services of "Elephant Travels & Tours Pvt Ltd" During Tour Stay				
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Hotels Standards -

Green Paradise.

Cinnamon Citadel.

Cleanliness' of

Rooms	✓			
Restaurant		✓		
Public Areas	✓			

Cleanliness of

Rooms	✓			
Restaurant	✓			
Public Areas	✓			

Food

Presentation	✓			
Quality	✓			

Food

Presentation	✓			
Quality	✓			

Rooms

Appearance	✓			
Air-condition	✓			
Linen	✓			

Rooms

Appearance	✓			
Air-condition	✓			
Linen	✓			

Service

Reception	✓			
Restaurant	✓	✓		
Housekeeping	✓			

Service

Reception	✓			
Restaurant	✓			
Housekeeping	✓			

Grand Hotel

Cleanliness' of

Rooms				
Restaurant	✓			
Public Areas	✓			

Food				
Presentation	✓			
Quality	✓			

Rooms				
Appearance	✓			
Air-condition	✓			
Linen	✓			

Service				
Reception	✓			
Restaurant	✓			
Housekeeping	✓			

Grand udawalawa a.

Cleanliness of				
Rooms	✓			
Restaurant		✓		
Public Areas		✓		

Food				
Presentation	✓			
Quality		✓		

Rooms				
Appearance	✓	✓		
Air-condition	✓	✓		
Linen	✓	✓		

Service				
Reception		✓		
Restaurant		✓		
Housekeeping		✓		

Cinnamon Bay

Cleanliness of				
Rooms		✓		
Restaurant	✓			
Public Areas	✓			

Food				
Presentation	✓			
Quality	✓			

Rooms				
Appearance	✓			
Air-condition	✓			
Linen	✓			

Service				
Reception	✓			
Restaurant	✓			
Housekeeping	✓			

Malhaim

Cleanliness of				
Rooms		✓		
Restaurant			✓	
Public Areas			✓	

Food				
Presentation		✓		
Quality		✓		

Rooms				
Appearance		✓		
Air-condition	✓			
Linen		✓		

Service				
Reception		✓		
Restaurant		✓		
Housekeeping			✓	

Chaya Franz

Cleanliness of				
Rooms	✓			
Restaurant	✓		✓	
Public Areas		✓		

Food				
Presentation	✓			
Quality	✓			

Rooms				
Appearance	✓			
Air-condition	✓			
Linen	✓			

Service				
Reception	✓			
Restaurant			✓	
Housekeeping		✓		

Cinnamon Lake

Cleanliness of				
Rooms	✓			
Restaurant	✓			
Public Areas	✓			

Food				
Presentation	✓			
Quality	✓			

Rooms				
Appearance				
Air-condition				
Linen				

Service				
Reception	✓			
Restaurant				
Housekeeping	✓			

Elephant Tours Guide Name

C.S. Kathriarachchi.

Driver Guide

- 1 Language
- 2 Knowledge of country and sites
- 3 Knowledge of other area
- 4 Courtesy and friendliness
- 5 Punctuality
- 6 Quality

1 Language	✓	✓		
2 Knowledge of country and sites	✓			
3 Knowledge of other area				
4 Courtesy and friendliness	✓			
5 Punctuality	✓			
6 Quality	✓			

Transport

- 1 Mechanical Condition
- 2 Cleanliness
- 3 Public addressing system
- 4 Driving and safety

1 Mechanical Condition	✓			
2 Cleanliness	✓			
3 Public addressing system	✓			
4 Driving and safety	✓			

How have you find Elephant Tours

- Through a Website
- Through a Adver se
- Other

How do you rate your overall holiday?

Name

MADAL RAHAMIM

E-Mail

mazala@justice.gov.il

Address

~~ISRAEL~~ ISRAEL

Telephone No

0506216661

Date

20.1.14

Signature

Remark

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Thank you very much to Choice Elephant Travels & Tours ,we wish you all the best to your future.

נשמח לקבל את התרשמותכם מהטיול ומהטיפול של אלפנט טורס

ט"ו מצבים ומרצה אלפי כל חברי הקבוצה
(בן חברים) גשמה אהליף אז רחב אפס(אולם) אז צלקה
באדמיר אילסוליים היתרון הזל שצוקה עובר לידים
סבי אקף מצפ'מה, הצ'לים ה'ו אלקר אמצופה.
מבוג תמיל, הטיבור הטיוול ע"י אולם יתל זרם, התפבל ב
תשובה אז אולה וקקשה.
(גשמה בתיץ אפוקס ~~הרטיים~~ מצויעים אקבי אמאלו הטיוול,
המאונות ואל השאר).

MAZAL@JUSTICE.GOV.U

שם: מלך כחמים תאריך הטיול: 20.1.14-6.1

We would like to have your impression from your trip in Sri Lanka and your impression from Elephant Tours treatment

Name: _____ Date of trip _____

889-MAZAL TOUR				
Activity	Poor	Normal	Very Good	Excellent
FISH MARKET		✓		
NEGOMBO CITY TOUR		✓	✓	
PINNAWELA			✓	
VILLAGE TOUR			✓	
ELEPHANT BACKRIDE			✓	
SIGIRIYA			✓	✓
DAMBULLA CAVES				✓
MATALE SPICE GARDENS		✓	✓	
KANDY CITY TOUR & BAZAAR			✓	
PERADENIYA			✓	
TEMPLE OF TOOTH			✓	
FOLKRE SHOW			✓	
TEA FACTORY			✓	
TEA PLANTATION			✓	
NUWARA ELIYA CITY TOUR & BAZAAR			✓	
ELLE TOUR				
ELLA GAP				
RAWANA WATER FALLS				
LITTLE ADAM'S PEAK				
ADISHAM MINISTRY			✓	
LIPTON SEAT			✓	
DANBATENNA TEA ESRATE			✓	
UDAWALAWA SAFARI		✓		

STILT FISHERMAN						
GALLE CITY TOUR						
MASK VILLAGE						
BOAT RIDE						
COLOMBO CITY & BAZAAR						