

# Elephant Travels & Tours (Pvt) Ltd

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

Sri Lanka

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Web Site [www.elephantours-srilanka.com](http://www.elephantours-srilanka.com)

[www.best-srilanka.com](http://www.best-srilanka.com)



Tour No	ETT 903.
Client Name	MAOZ ALMAGOR
Tour Start Date:	10/1/14
Tour End Date:	21/1/14

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				
	X			

Services of "Elephant Travels & Tours Pvt Ltd" During Tour Stay				
	X			

## Hotels Standards

**A MAYA HILLS**

Cleanliness' of

Rooms	X			
Restaurant	X			
Public Areas	X			

Food

Presentation  
Quality

Presentation	X			
Quality	X			

Rooms

Appearance  
Air-condition  
Linen

Appearance		X		
Air-condition	X			
Linen	X			

Service

Reception  
Restaurant  
Housekeeping

Reception	X			
Restaurant	X			
Housekeeping	X			

\* No Wifi in the Room....

**KANDALAMA**

Cleanliness of

Rooms	X			
Restaurant	X			
Public Areas	X			

Food

Presentation  
Quality

Presentation	X			
Quality	X			

Rooms

Appearance  
Air-condition  
Linen

Appearance	X			
Air-condition	X			
Linen	X			

Service

Reception  
Restaurant  
Housekeeping

Reception	X			
Restaurant	X			
Housekeeping	X			

best hotel we've been on this trip! beautiful monkeys on the balcony!

# St. Lachlan, HOTEL

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation			X	
Quality			X	X

## Rooms

	😊	😐	☹️	😞
Appearance			X	
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

\* Nice decoration for honeymoon

# Tea Factory

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation	X			
Quality	X			

## Rooms

	😊	😐	☹️	😞
Appearance		X		
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

\* too far, noisy, good Vegetarian food.

# Melhiem

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation		X		
Quality	X			

## Rooms

	😊	😐	☹️	😞
Appearance	X			
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

\* No wifi in Room  
\* nice view  
\* No bath tub

# Chaya tranz

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation	X			
Quality	X			

## Rooms

	😊	😐	☹️	😞
Appearance	X			
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

great view,  
nice beach

# Grand Udawalawe

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation	X			
Quality	X			

## Rooms

	😊	😐	☹️	😞
Appearance	X			
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

- no bath tub,  
no wifi in Room

# Cinnamon

## Cleanliness of

	😊	😐	☹️	😞
Rooms	X			
Restaurant	X			
Public Areas	X			

## Food

	😊	😐	☹️	😞
Presentation	X			
Quality	X			

## Rooms

	😊	😐	☹️	😞
Appearance	X			
Air-condition	X			
Linen	X			

## Service

	😊	😐	☹️	😞
Reception	X			
Restaurant	X			
Housekeeping	X			

nice gym

Elephant Tours Guide Name

mangelo

Driver Guide

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

X				
X				
X				
X				
X				
X				

Transport

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

X				
X				
X				
X				

How have you find Elephant Tours

Through a Website

Through a Adver se

Other


Through Lior peleg, a good friend

How do you rate your overall holiday?

X				

Name

MAOZ ALMAGOR

E-Mail

maozalmagor@gmail.com

Address

Mapu Hertz, D.V, ISRAEL

Telephone No

00972545696999

Date

21/1/14

Signature

Remark

The driver Mangelo was great kind charming knew english amazingly and also very good hebrew! we just loved him!

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

הנהג הנהג היה מקסים יחד עם כל המצוות האלו  
הנהג היה סמל, היה יחסי, ויחסי  
הנהג היה אלפנט טורס, היה סמל, היה סמל, היה סמל  
הנהג היה סמל, היה סמל, היה סמל

הנהג היה סמל - Spice garden - היה סמל, היה סמל, היה סמל

הנהג היה סמל, היה סמל, היה סמל, היה סמל, היה סמל

הנהג היה סמל, היה סמל, היה סמל, היה סמל, היה סמל  
הנהג היה סמל, היה סמל, היה סמל, היה סמל, היה סמל

שם: מנחם אלפנטור תאריך הטיול: 10/11/14

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

Mangala the driver is a wonderful man that we were lucky to have as a driver so kind, charming, nice and making an effort for us always.  
Great hebrew and excellent english.  
Took us Rafting since we had to give up some of the things on account of rain.  
Spice garden- were amazing and almost 'made us' buy things (that doesn't work).

Name: \_\_\_\_\_ Date of trip \_\_\_\_\_

→ מנחם אלפנטור

10-2/11/14