

DEAR MR. FRANCO CUTRUPA,

IN OUR CONSTANT ENDEAVOUR TO ENHANCE CUSTOMER SERVICE WE REQUEST YOU TO SPARE A FEW MOMENTS TO GIVE US YOUR CANDID COMMENTS, ON YOUR TOUR :

### 1. HOTELS USED ON TOUR :

On the whole, the choice of hotels was good. Amongst them, the one at Jodhpur was stunning, as exemplified by the central dome opening up to a magnificent garden.

### 2. TRANSPORT PROVIDED :

The van that took us around most of the time was of a very high standard, both in terms of leg space and internal cleanliness. The cleanliness and facilities of the train stations are not to be praised but then Tour Mart should not be blamed for these.

### 3. GUIDES PROVIDED :

The tour guides were on the whole competent and polite. However, your rep. who was supposed to greet us <sup>on the 6th of February</sup> at the Delhi Airport only appeared when we were all seated in the van after being harassed by some hang-abouts there using all means such as struggling to grab our luggage without our consent and hustling <sup>in an attempt</sup> to squeeze money from our purses. This rep. of yours appeared to have done this in more attention to the selection of <sup>at transport interchanges</sup> on-site staff and to the safety of customers, that we would like to see in the future. This is a purpose just to make life easy for himself.

PERSONAL SUGGESTIONS TO SERVE YOU BETTER IN FUTURE / REMARKS :

DESTINATIONS COVERED – DELHI, AGRA, VARANASI, KHAJURAHO, AGRA, JAIPUR, JODHPUR AND UDAIPUR.

TRAVEL DATES – 27 JAN TO 09 FEB'14

WE THANK YOU FOR CHOOSING TOUR MART AND LOOK FORWARD TO THE PLEASURE OF SERVING YOU AGAIN!

ZUBIN MODY ( [zubin.mody@gmail.com](mailto:zubin.mody@gmail.com) ) – PERSONAL EMAIL )  
PRESIDENT



8, Todiwala Building, Sun Mill Road,  
Lower Parel (West), Mumbai - 400013 - INDIA.  
Tel. : +91 22 6576 9999 / 6576 4545  
[info@tourmart.in](mailto:info@tourmart.in)  
[www.tourmart.in](http://www.tourmart.in)