

DEAR MS. NOORA AI MENHALI

IN OUR CONSTANT ENDEAVOUR TO ENHANCE CUSTOMER SERVICE WE REQUEST YOU TO SPARE FEW MOMENTS AND GIVE US YOUR CANDID COMMENTS ON THE FOLLOWING ASPECTS OF YOUR TOUR :

1. HOTEL/S USED ON TOUR :

Hotels Selections were very good except ^{the} a Vday Samudra
leisure beach hotel in Kovalam (bad services and dirty room)

2. TRANSPORT PROVIDED :

Transport was excellent and clean except the boat house
The driver: friendly, have good knowledge of the areas,
helpful, and took good care of us. 😊😊

3. GUIDE SERVICES :

very good guide services just in two places and rest
of the tour there were "No" guide ^{service} ~~on sites~~
therefor the driver have to play guide role as well,

PERSONAL SUGGESTIONS TO SERVE YOU BETTER IN FUTURE / REMARKS :

- ① Guide For tour need to be available in all places
 - ② extra attention need to payed for international tourist rooms before they check in rather than leaving them arguing about the service and cleanness with hotels
 - ③ it would be good idea if the driver is the tour guide
 - ④ why don't give a free tour as incentive ~~for~~ of using your company tours
- WE THANK YOU FOR CHOOSING TOUR MART AND LOOK FORWARD TO THE PLEASURE OF SERVING YOU AGAIN !



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PRESIDENT