

Travelers' SLT ECUADOR Services Satisfaction Evaluation

Thank you for having chosen our services and taking a few moments of your valuable time to evaluate your trip. Our compromise of quality and constant improvement relies on your feedback to succeed.

We look forward to serving you again soon!

First Name

Last Name

Tour Number / Code (if known)

Tour Start Date

Tour End Date

- Please any qualifications as Average or Unsatisfactory shall be described.

1. How would you **rate the tour overall**?

Excellent:	<input type="text"/>	Very Good:	<input type="text"/>	Average:	<input type="text"/>	Unsatisfactory:	<input type="text"/>
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Please explain why:

2. Was there **any suggestion, inconvenience, complaint, problem or emergency** during the tour, which was or was not immediately reported to SLT Ecuador staff?

Please describe briefly:

3. How did you learn about us? What prompted you to book with us?

4. How would you rate our pre-departure service? (Who was your main contact in SLT Ecuador? Did you receive prompt and accurate information about day by day itineraries, prices, payment policies, etc.?)

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please name your pre-departure contact and describe –if any- special comments:

5. How would you **rate the accommodations** overall? (Suitability for our tour, location, facilities, Wi-Fi, front desk, bellboys and housekeeping services, cleanliness, etc.)

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please name the accommodation services and describe –if any- special comments:

6. How would you **rate the transportation** service overall? (Comfort level, driver's tourism and driving related skills, drivers' attitude and professional image, vehicle safety and standards – cleanliness, microphone, air conditioning, noises control-, etc.)

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe –if any- special comments about transportation:

7. How would you **rate the booked restaurants** overall? (Service, cleanliness, presentation, etc.)

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please name and describe –if any- special observations:

8. How would you **rate the booked meals** overall? (Menu offer, taste and quality, presentation, portions, etc.)

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please name and describe –if any- special comments:

9. How would you **rate your tour guide personality and attitude** for the job?
TOUR GUIDE'S NAME:

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe- if any- special comments:

10. How would you **rate your tour guide helpful disposition and availability?**

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe –if any- special comments:

11. How would you **rate your tour guide organizational skills?**

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe –if any- special comments:

12. How would you **rate your tour guide general and local knowledge?**

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe –if any- special comments:

13. How would you **rate your tour guide language skills and ability to transmit the information?**

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Average:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please describe –if any- special comments:

14. Were you informed by your tour guide about SLT Ecuador policies and recommendations regarding?

Our Quality Certifications and memberships:

YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>
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Environmental responsibility:

YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>
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Community responsibility:

YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>
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15. How would you **rate the local/ naturalist /specialized guides** overall?

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Good:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Please identify with names and area of work and describe –if any- special observations:

16. How would you **rate the itinerary** overall?

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Good:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>
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Are there any excursions or visits that should be modified, eliminated or improved?

Describe –if any- special observations:

17. How would you **rate your Galapagos experience** overall?

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Good:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Describe –if any- special observations:

18. How would you **rate your Amazon experience** overall?

Excellent:	<input type="checkbox"/>	Very Good:	<input type="checkbox"/>	Good:	<input type="checkbox"/>	Unsatisfactory:	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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Describe –if any- special observations:

19. Can you suggest any changes / additions to **pre-departure info** and **written itinerary**?

Describe –if any- special observations

20. Would you recommend us to your Friends and Family?

YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>
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21. May we use your name and comments in this questionnaire as reference for our future clients on our web site, printed literature or other communications?

YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>
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22. Would you like to provide any **other relevant information**?

Please send an email to: sales@sltecuador.com