

Family Name: _____

First Name: _____ Title: _____

Address: _____

_____ Postcode _____

e-mail: _____

If you would like to receive Travel for the Arts information by email please tick here .

We do not pass addresses to any third parties.

TOUR NAME: _____

DATE OF TRAVEL: _____

Please grade your answers by ticking the appropriate box:

5 = Excellent 4 = Very Good 3 = Satisfactory
2 = Adequate 1 = Poor

PRE-DEPARTURE

Taking an option/
provisional booking 5 4 3 2 1

Telephone courtesy and efficiency 5 4 3 2 1

Speed of confirmation response 5 4 3 2 1
(target 72 hours)

Receipt of travel documents 5 4 3 2 1
(target 10-14 days before departure)

Comments: _____

<p>WOULD YOUR FRIEND ENJOY THIS HOLIDAY?</p> <p><i>Your chance to win the Penguin Opera Guide! Refer a friend to us and you will be entered into our prize draw.</i></p> <p>Name: _____</p> <p>Address: _____</p> <p>_____</p> <p>_____ Postcode _____</p> <p>email address: _____</p>

TRANSPORTATION

Airport check-in arrangement 5 4 3 2 1
(in UK and overseas)

In-flight service 5 4 3 2 1

Choice of airline used 5 4 3 2 1

Local motor coaches 5 4 3 2 1
(comfort, drivers)

Comments: _____

ACCOMMODATION

Location/convenience of hotel: 5 4 3 2 1

Standard of accommodation/facilities in room 5 4 3 2 1

Hotel staff (courtesy, helpfulness, friendliness) 5 4 3 2 1

Comments: _____

GROUP MEALS

Quality of food 5 4 3 2 1

Quality of service overall 5 4 3 2 1

Selection of restaurant(s) 5 4 3 2 1

Comments (would you like more or fewer group meals?):

MUSICAL CONTENT

Quality of performance(s) 5 4 3 2 1

Attraction of theatre(s) 5 4 3 2 1

Seats provided (location, view) 5 4 3 2 1

Comments: _____

SIGHTSEEING AND EXCURSIONS

Guides (language, knowledge, enthusiasm) 5 4 3 2 1

Choice of sites selected 5 4 3 2 1

Comments: _____

TOUR LEADER/COURIERS

Effectiveness 5 4 3 2 1

Enthusiasm/helpfulness 5 4 3 2 1

Friendliness/willingness/commitment 5 4 3 2 1

Skills (language, knowledge) 5 4 3 2 1

Comments: _____

HOW WOULD YOU DESCRIBE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR HOLIDAY?

- Unsatisfactory
- Average
- Good
- Excellent

Comments: _____

Continued overleaf...

Your answers to the following questions will greatly help us in our future planning:

Which cities/theatres do you wish to visit in future years?

- 1 _____
- 2 _____
- 3 _____

Which are your favourite artists/composers?

- 1 _____
- 2 _____
- 3 _____

Which operas/ballets would you like to see?

- 1 _____
- 2 _____
- 3 _____

Finally, please grade our brochures

Information provided 5 4 3 2 1

Clarity and visual presentation 5 4 3 2 1

Are you familiar with the *à la Carte* brochure? Yes No

Have you ever used the *à la Carte* service? Yes No

Would you in the future? Yes No Maybe

Comments/additions:

**THANK YOU FOR COMPLETING THIS
QUESTIONNAIRE.
YOUR FEEDBACK IS APPRECIATED.**

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Travel for the arts is a division of Specialised Travel Ltd
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Company No 1472055 VAT No: 379 5719 90



Evaluation Feedback Questionnaire

Tours

Your comments are important to us. Please take a few moments to complete and return to:

Kristina Aljinovic, Managing Director
Travel for the Arts
Fax: 020 8998 7965
Email: tfa@stlon.com

or post in the reply paid envelope.