

9/9/06

To Whom it may concern

Thank you for your wonderful tour on Aug 25, 2006. My mother and I were thrilled to see where her parents were born. We were especially happy to see the house where her father actually lived in Wil.

Our Tour Guide was patient and knowledgeable. We can't thank you enough for a wonderful time. Our 4 hour tour was perfect. We enjoyed every moment. Enclosed is a picture of our tour Guide with my mother.

As you can see my mother was very pleased with everything. Thank you again for everything.

Sincerely

Kathleen Jones

380 Mountain Road #1211

Lincoln, NE 68503

Travelwell Client Questionnaire

May we ask for your help: we would like to get your ratings for our services. This will help us, to keep the quality up and to improve it, if necessary.

CHAUFFEUR-DRIVEN LIMOUSINE / VAN / MINIBUS

Name of Driver / City	Helpfulness Friendliness	English Fluency	Informative Knowledgeable
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹

GUIDE

Name of Guide / City	Helpfulness / Friendliness	English Fluency	Informative / Knowledgeable
Marc Nordmann	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
W.I., Switzerland	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹

HOTELS

Name of Hotel / City	Atmosphere	Service	Comfort
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹
	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹	☺! ☺ ☹ ☹

Travelwell

www.travelwell.info
P+41 (0)71 913 32 10
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Blumenastr. 11
9500 Wil (SG)
Switzerland

Your one stop shop for all of Europe !

What is the most outstanding memory / experience on your trip?

- seeing the towns my grandparents
were born in

- seeing the house where my grandfather
actually lived.

What could we improve in the future?

What general additional / different service would you welcome?

Guided tours for small
groups, families and
individual traveller

Multilingual guide in all
cities and areas
throughout Europe

Special events
Golfing, Skiing and
all special interests

We sell memories !

Train

Most Americans are not used to travel by train. Did **you** enjoy it?

- I love traveling by train. It's quick and clean.

Recommendation

To whom do you think we should offer our special services?

Price

Travelwell will never be the cheapest operator. Unlike most other operators, we will always try to provide excellens services. Over all, do you consider the relation between price and services is justified?

yes, it is justified.

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Do you have any other suggestions or comments?

Thank you for having taken the time to answer these questions. We hope to welcome you soon again! Please hand over this questionnaire to one of the Travelwell staff or send it back to our office in Switzerland or Florida.

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e-mail:	K.Jones@union-city,N.J.us
How did you find out about Travelwell?	from Mercator Travel, N.Y.C.
May we use you as a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Travelwell

Your Destination Management
for exceptional travel trough all of Europe

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