



EA HOLIDAYS

This is what I think!

This is your chance to tell us what you think about us and your holiday. We really want to be the best; I hope we are already but if not, with you on our side we can be and we will be! We read every one and we take notice! Thank you; helping us in this way makes you an important part of The EA Team! Each question has a little room for comments but please continue overleaf if you wish. We've made it easy - just a mark the strip on a sliding scale anywhere from the left edge (generally a score of 0) to the right edge (generally a score of 5+).

Example:

Poor	2	3	4	Excellent
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 In this case the mark indicates 4, very good but not quite excellent.

Tour:- Departure date:

Part 1 - "People can make a good holiday great!"

The EA Holidays office team

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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EA HomeLink Service

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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Our Tour Manager

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Hotel Staff - general

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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Our Coach Driver

Friendliness:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Efficiency:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Hotel Staff - Restaurant

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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Part 2 - "Did we get the basics right?"

Our Coach

Comfort:

Poor	2	3	4	Excellent
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Cleanliness:

Poor	2	3	4	Excellent
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Our itinerary / excursions

Enjoyment:

Poor	2	3	4	Excellent
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Did we balance free time versus time on excursions right?

Less free time	about right	More free time
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Our Hotel

Bedrooms:

Poor	2	3	4	Excellent
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Public rooms:

Poor	2	3	4	Excellent
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Food / Cuisine:

Poor	2	3	4	Excellent
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EA HomeLink Service

Comfort:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Convenience:

Poor	2	3	4	Excellent
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Part 3 - "All in all"

Our holiday in general?

Enjoyment:

Poor	2	3	4	Excellent
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Value:

Poor	2	3	4	Excellent
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How much do you value the itinerary booklet?

No!	not really	quite like it	It's good	Love it!
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And finally.....

I would recommend this holiday to friends - Yes / No

I would recommend Ea Holidays to friends - Yes / No

"Overnight and other hotels"

Hotel 2 - Name or location:

Staff - general:

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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Restaurant:

Friendliness:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Efficiency:

Poor	2	3	4	Excellent
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The Hotel in General:

Bedrooms:

Poor	2	3	4	Excellent
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Public rooms:

Poor	2	3	4	Excellent
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Food / Cuisine:

Poor	2	3	4	Excellent
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Hotel 3 - Name or location:

Staff - general:

Friendliness:

Poor	2	3	4	Excellent
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Efficiency:

Poor	2	3	4	Excellent
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Restaurant:

Friendliness:

Poor	2	3	4	Excellent
------	---	---	---	-----------

Efficiency:

Poor	2	3	4	Excellent
------	---	---	---	-----------

The Hotel in General:

Bedrooms:

Poor	2	3	4	Excellent
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Public rooms:

Poor	2	3	4	Excellent
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Food / Cuisine:

Poor	2	3	4	Excellent
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If there are more than 3 hotels on your holiday a separate sheet will be provided

"Some space to comment"

"Take me to....."

Tell us where you want to go in future; a place or an attraction.....

"I am"

Write your name and address here, *downloads and photocopies cannot be considered without.* Tick this box if you would like us to reply.