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We thank you for choosing Discovery Tours, Inc. We hope that we will be able to work with you in the near future. As part of our ongoing commitment to provide the best tours and support to our clients, we regularly conduct surveys of our performance. Please answer the questions below and feel free to add any other comments about our service or the trip itself. We strive to improve the quality of our service and concentrate on individual attention to each and every group. Thank you for your time.

PLEASE RETURN COMPLETED SURVEY TO: DISCOVERY TOURS, INC., 24719 DUNDEE DRIVE, CLEVELAND, OH 44143

Name:
School:
Trip (include dates):
Discovery Tours Tour Manager(s):

For each item identified below, circle the number to the right that best fits your judgment of its quality.  
 Use the scale below to select the quality number.

DESCRIPTION OF SURVEY (please circle the appropriate number)	Scale (1 = poor / 5 = excellent)				
	1	2	3	4	5
1. Overall experience of your trip	1	2	3	4	5
2. Overall service provided by employees of Discovery Tours	1	2	3	4	5
3. Discovery Tours escort was courteous and professional	1	2	3	4	5
4. Itinerary and/or travel information was received promptly	1	2	3	4	5
5. Satisfaction with the orientation materials, final itineraries, general information, etc.	1	2	3	4	5
6. Transportation provided was clean, safe and the driver was courteous and professional	1	2	3	4	5
7. Overall, how would you rate the hotel accommodations	1	2	3	4	5
8. Overall, how would you rate the meals provided on your trip	1	2	3	4	5
9. Overall satisfaction with travel destination (i.e., sightseeing, leisure time, entertainment, etc.)	1	2	3	4	5
10. Overall satisfaction with Discovery Tours	1	2	3	4	5
11. I would recommend Discovery Tours to my colleagues	1	2	3	4	5

What would you change for your next trip?

What other destinations would you consider for a trip in future years?

From a LEARNING EXPERIENCE, please comment on what was the most valuable part of the trip?

Other comments and/or suggestions?