

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  
Union City, N.J. 07087

U.S.A.

# 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	🌐! 😊 😊 😊 😊	🌐! 😊 😊 😊 😊	🌐! 😊 😊 😊 😊
Wil, Switzerland	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊
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## HOTELS

Name of Hotel / City	Atmosphere	Service	Comfort
	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊
	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊	😊! 😊 😊 😊 😊
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Travelwell

www.travelwell.info  
P+41 (0)71 913 32 10  
F+41 (0)71 913 32 10

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?

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What general additional / different service would you welcome?

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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?

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## Price

Travelwell will never be the cheapest operator. Unlike most other operators, we will always try to provide excellent 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?

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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.

Name:	Kathleen Jones
Address:	380 mountain Road # 1211
City, State, Zip:	Union City, N.J. 07087
Country:	U.S.A.
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="checked" type="checkbox"/> Yes <input type="checkbox"/> No

## Travelwell

Your Destination Management  
for exceptional travel trough all of Europe

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