

SERVICE QUALITY & SUSTAINABILITY CONTROL

Name of Customer			
Date of service			
Date of final service			
Type of service/trip			
Service Provider			
Satisfaction with transport	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Satisfaction with accommodation	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Satisfaction with transfer	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Satisfaction with activities	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Satisfaction with a local guide	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE

EVALUATION OF TRAVEL AGENCY/TOUR OPERATOR

Agency Environment	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Agent reception	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Customer Service	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Product & service advice	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Reply Time & Follow-up	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Technical Knowledge	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Travel Documentation	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Agency opening hours & facility for booking	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Travel Information	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Agency Local	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Quote offered/price	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Trip preparation & Advice	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE
Sustainability Commitment	<input type="checkbox"/> GOOD	<input type="checkbox"/> REGULAR	<input type="checkbox"/> NEGATIVE

SUSTAINABILITY EVALUATION

- Did you feel that the service was organized respecting the environment & Sustainability? YES NO
- Did you feel you travelled responsibly? YES NO
- Have you learned new things about responsible & Mindful Travel? YES NO
- Did you feel local people were respected by staff? YES NO
- Did you find accommodation, local transport, and activities comply with SDGs & Sustainability? YES NO
- Would you choose our company for your next responsible, sustainable, and Mindful trip? YES NO

Please share additional suggestions or observations, and concerning sustainability:

Please fill in this form and send us by email: zentravel@ravt.pt

Because the future depends on the satisfaction of our customers, because we are interested in them and their comments, and because we are constantly trying to improve our services, we ask you to help us by filling out this form.

ZENTravel thanks you for your preference for its services & wishes you a pleasant trip/stay.