



# SARAWAK



Tours/Trips	1	2	3	4	5
Mukah					
Miri City Tour					
Niah National Park					
Mulu National Park					
Lambir Hills National Park					
Loagan Bunut					
Homestay					
Other (specify): _____					

Name of tour \_\_\_\_\_

Please make any further comment on your tour / itinerary  
 \_\_\_\_\_  
 \_\_\_\_\_

Tour Guides	1	2	3	4	5
Quality of interpretation					
Overall level of knowledge and expertise					
Overall level of communication skills					
Overall level of service provided					

Name of Tour Guide (optional) \_\_\_\_\_

Please make any additional comments on your Tour Guide.  
 \_\_\_\_\_  
 \_\_\_\_\_

Restaurant / eatery	1	2	3	4	5
Accessibility					
Friendliness of staff					
Comfort and safety					
Cleanliness					

Restaurant / eatery	1	2	3	4	5
Quality and quantity of food					
Variety of food					
Value for money					
Overall rating					

Name of Restaurant / eatery \_\_\_\_\_  
 \_\_\_\_\_  
 Any other comment on the Restaurant / eatery.  
 \_\_\_\_\_  
 \_\_\_\_\_

Your Holiday Overall					
The holiday overall	1	2	3	4	5
Value for money	1	2	3	4	5
How did the holiday compare to the impression the brochure gave you	Better	As Expected	Worse		
Would you visit Sarawak again	YES		NO		
Would you recommend Sarawak to a friend					
Would you use the same travel agent / tour operator again					
Would you use the same tour guide again					
Would you use the same hotel again					
Would you patronize the same restaurant again					

Please give some comments on how we can improve and enhance Sarawak Services for the benefit of tourism:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**SARAWAK TOURISM FEDERATION (STF)**  
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Endorsed by:



## QUESTIONNAIRE

Your satisfaction is our concern. Help us to maintain and improve the standard of our tours and holidays by filling up the questionnaire.

Your response will be treated with the utmost importance and confidentiality.

Thank you for your time in completing the questionnaire. Please complete one questionnaire per traveling party using block capitals. You may hand completed questionnaire to your tour agent, drop it in the box provided at the airport or mail it to address provided.

1. Name: \_\_\_\_\_

Passport Number: \_\_\_\_\_

Home Address: \_\_\_\_\_

Country of Origin: \_\_\_\_\_ Nationality: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

2. How long did you stay? (specify)

From \_\_\_\_\_ to \_\_\_\_\_

3. Age Group :  Below 20  21 - 30  
 30 - 40  Above 40

4. With whom did you visit?  
 Friends  Family  Colleagues

5. Please send me more information about Sarawak

Please fill in just the section relevant to your holiday, by placing a tick in the appropriate box from 1 to 5:  
(1 - Not applicable • 2 - Poor • 3 - Average • 4 - Good • 5 - Excellent)

Your Journey	1	2	3	4	5
Quality of in-flight catering					
Service received from in-flight staff					
Journey from airport to hotel					
Your overall journey					

Name of carrier \_\_\_\_\_

Any other comment on your domestic journey:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tour Manager / Tour Coordinator	1	2	3	4	5
Level of services provided eg. Helpfulness, attitude, availability etc					
Local knowledge					
Standard of attire					
How you rate them					

Mode of booking :  Agent  Direct  Internet  
 Other (specify): \_\_\_\_\_

Name of Tour manager / Tour Coordinator (optional)

\_\_\_\_\_

Any other comment regarding the Tour Manager / Tour Coordinator.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Travel Agent / Tour Operator	1	2	3	4	5
Level of expertise					
Quality and content of itinerary presentation					
Quality of support materials provided					
Quality of facilities provided					
Easily contacted/Accessibility means of contact					

Name of Travel Agent / Tour Operator (optional)

\_\_\_\_\_

Any other comment regarding the Travel Agent / Tour Operator.

\_\_\_\_\_

\_\_\_\_\_

Your Accommodation	1	2	3	4	5
Location of accommodation					
Reception from accommodation staff					
Porterage/ luggage handling					
Standard of bedrooms					
Standard of public facilities (lounge / dining areas)					

Your Accommodation	1	2	3	4	5
Level of overall cleanliness					
Standard of self use equipment provided (heaters/iron/flash etc)					
Quality and quantity of food					
Variety of food/menu					
Service received from restaurant staff					
Quality and standard of the advertised entertainment provided					
Quality of service provided by accommodation staff					
Overall rating for accommodation					

Name of the hotel / resort / apartment

\_\_\_\_\_

Any other comment on accommodation.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The quality of tour	1	2	3	4	5
Comfort and quality of the coaches					
Competence of the coach drivers					
Pace of the tour					
The overall quality of the itinerary					
Overall quality of the tour					

Tours/Trips	1	2	3	4	5
Kuching City Tour					
Sarawak Cultural Village					
Heritage Tour					
Museums					
Longhouse					
Bako National Park					
Semenggoh Wildlife Centre					
Sibu City Tour					
Bintulu					