



BARBAROS TURİZM YATÇILIK İNŞ.İTH.İHR. ve TİC.LTD.ŞTİ.

DEAR CRUISE PARTICIPANT

THANK YOU VERY MUCH FOR CHOOSING "GOULETTE SAILING" AS A PART YOUR HOLIDAY IN TURKEY. THERE IS NO DOUPT THAT WE WILL DO OUR BEST TO MAKE YOUR HOLIDAY AS PLEASANT AS POSSIBLE. HOWEVER, WE BELIEVE THAT DEVELOPING SUCH A HOLIDAY CONCEPT INEVITABLY NEEDS THE EVALUATION OF THE SERVICES BY THE PARTICIPANTS ON BOARD. AT THIS STAGE, WE WILL KINDLY ASK YOU FILL OUT THE FOLLOWING QUESTIONNAIRE. YOUR COMMENTS AND EVALUTIONS WILL HELP US TO SERVE YOU BETTER IN THE FUTURE. THANK FOR YOUR HELP AND LOOKING FORWARD TO SEEING YOU ANOTHER CRUISE OF OUR COMPANY WE REMAIN.

YOUR FAITFULLY,

BARBAROS YACHTING CO.

NAME	Raymond Pederson
ADDRESS	3876 West 23 Avenue, Vancouver, B.C., Canada V6S1K9
E-MAIL	pederson@interchange.ubc.ca

#### A- THE GOULETTE

CRUISE DATES: Sept 19-23/10 NAME OF THE GOULETTE: Redmond III

	VERY GOOD	GOOD	POOR
1) COMFORT ON BOARD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) CLEANLINESS ON BOARD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) HYGINENE & SAFETY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### B- THE CREW

	VERY GOOD	GOOD	POOR
1) WELLCOME ON ARRIVAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) ATTENTION TO YOUR NEEDS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) OVERALL SATISFACTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C - THE FOOD

	VERY GOOD	GOOD	POOR
1) FOOD QUALITY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) FOOD QUANTITY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) PRESENTATION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) FOOD OVERALL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## D- GENERAL HOLIDAY EXPERIENCE

- 1) HAVE YOU EVER BEEN ON THIS TYPE OF CRUISE BEFORE?      YES       NO
- 2) IF YES; NAME OF THE TOUR OPERATOR .....
- 3) WOULD YOU GO ON THIS TYPE HOLIDAY IN THE FUTURE?

DEFINITELY      POSSIBLY      NO

          

- 4) WOULD YOU RECOMMEND THIS CRUISE TO YOUR FRIENDS?

YES      NO

    

## E- ADDITIONAL COMMENTS

*This is the best "tour" holiday we have ever had. The captain and crew were fantastic. Everyone took time to make sure we were happy and to translate everything into English for us. The food was excellent and plentiful. This questionnaire needs an additional box.  Excellent for every category*

*Thanks For Your Help*

*[Signature]*

• Bodrum Headquarter •  
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Fax : +90 252 3163734  
G.S.M. : +90 533 0001500 (pbx)  
muhasabe@barbaroyachting.com



• Yacht Catering Service •  
Neyzen Tevfik Cad. Yeşilçik Mah.  
Hamam Sok. No 30/R Bodrum  
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Fax : +90 252 3139050  
G.S.M. : +90 542 3995193 (pbx)  
catering@barbaroyachting.com



BARBAROS TURİZM YATÇILIK İNŞ.ETM.İHR. VE TİC.LTD.ŞTİ.

DEĞERLİ KONUKLARIMIZ,

TATİL TERCİHİNİZİ MAVİ YOLCULUK'TAN YANA KULLANDIĞINIZ İÇİN ÇOK TEŞEKKÜR EDERİZ. HİÇ KUŞKUNUZ OLMASIN Kİ, TATİLİNİZİ MÜMKÜN OLDUĞU KADAR HOŞ GEÇİREBİLMENİZ İÇİN YAPABİLECEĞİMİZİN EN İYİSİNİ YAPMAYA GAYRET GÖSTERECEĞİZ. ANCAK İNANİYORUZKİ, BU TİP BİR TATİL ANLAYIŞINI GELİŞTİRMEK KAÇINILMAZ OLARAK TEKNEDEKİ MİSAFİRLERİMİZİN SERVİS HAKKINDAKİ GÖRÜŞLERİNİ GEREKTİRİR. BU DURUMDA SİZLERDEN AŞAĞIDAKİ ANKETİ DOLDURMANIZI RİCA EDİYORUZ. DEĞERLENDİRMELERİNİZ VE GÖRÜŞLERİNİZ SİZLERE GELECEKTE DAHA İYİ BİR SERVİS SUNMAMIZA YARDIMCI OLACAKTIR. ANLAYIŞINIZ VE YARDIMINIZ İÇİN TEŞEKKÜR EDİYOR, BİR BAŞKA MAVİ YOLCULUKTA SİZLERİ YENİDEN GÖRMEYİ UMUT EDİYORUZ.

SAYGILARIMIZLA

### BARBAROS YATÇILIK

İSİM : AYNUR ERTEGÜN

ADRES : ANKARA

E-MAIL : a.erte@hotmail.com

#### A - TEKNE

TUR TARİHLERİ : 18-24 EYLÜL 2010 TEKNE ADI : RICHMOND III

	ÇOK İYİ	İYİ	YETERSİZ
1-TEKNENİN RAHATLIĞI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2- TEKNENİN TEMİZLİĞİ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3- HİJYEN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4- GÜVENLİK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B - MÜRETTEBAT</b>			
1- KARŞILAMA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2- İHTİYAÇLARINIZA GÖSTERİLEN İLGI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3- GENEL MEMNUNİYET	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bodrum Headquarter  
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marmaris@barbarosyachting.com

**C - YEMEKLER**

	<b>ÇOK İYİ</b>	<b>İYİ</b>	<b>YETERSİZ</b>
1 - YEMEKLERİN KALİTESİ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 - YEMEK MİKTARLARI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 - SERVİS - SUNUM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 - GENEL OLARAK YEMEKLER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**D - GENEL TATİL DENEYİMLERİ**

- 1 - DAHA ÖNCE HIÇ BU TİP BİR TURA KATILDINIZ MI?  EVET  HAYIR
- 2 - EĞER EVETSE: TUR OPERATORÜNÜN ADI: .....

3 - GELECEKTE BU TİP BİR TURA KATILMAYI TEKRAR DÜŞÜNÜR MÜSÜNÜZ?

KESİNLİKLE EVET  BELKİ  HAYIR

4 - TANIDIKLARINIZA BU TURU ÖNERİR MİSİNİZ?

EVET  HAYIR

**E - EKLEMEN İSTEDİĞİNİZ DİĞER GÖRÜŞLER:**



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DEĞERLİ KONUKLARIMIZ,

TATİL TERCİHİNİZİ MAVİ YOLCULUK'TAN YANA KULLANDIĞINIZ İÇİN ÇOK TEŞEKKÜR EDERİZ. Hiç kuşkunuz olmasın ki, tatilinizi mümkün olduğu kadar hoş geçirebilmeniz için yapabileceğimizin en iyisini yapmaya gayret göstereceğiz. Ancak inanıyoruzki, bu tip bir tatil anlayışını geliştirmek kaçınılmaz olarak teknedeki misafirlerimizin servis hakkındaki görüşlerini gerektirir. Bu durumda sizlerden aşağıdaki anketi doldurmanızı rica ediyoruz. Değerlendirmeleriniz ve görüşleriniz sizlere gelecekte daha iyi bir servis sunmamıza yardımcı olacaktır. Anlayışınız ve yardımınız için teşekkür ediyor, bir başka mavi yolculukta sizleri yeniden görmeyi umut ediyoruz.

SAYGILARIMIZLA

### BARBAROS YATÇILIK

İSİM : ERAY OKYALTIKAK  
ADRES : ŞEREFENEVLER YENİ YOL, MÜLLA PAZ.  
D-4: BOSTANCI - İSTANBUL  
E-MAIL : eray@arcus-tech.ru

#### A - TEKNE

TUR TARİHLERİ : 5-9-2010  
11-9-2010  
TEKNE ADI : RICHMOND 3

	ÇOK İYİ	İYİ	YETERSİZ
1-TEKNENİN RAHATLIĞI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2-TEKNENİN TEMİZLİĞİ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3- HİJYEN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4- GÜVENLİK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**C - YEMEKLER**

	<b>ÇOK İYİ</b>	<b>İYİ</b>	<b>YETERSİZ</b>
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- 2 - EĞER EVETSE; TUR OPERATÖRÜNÜN ADI: .....

3 - GELECEKTE BU TİP BİR TURA KATILMAYI TEKRAR DÜŞÜNÜR MÜSÜNÜZ?

KESİNLİKLE EVET  BELKİ  HAYIR

4 - TANIDIKLARINIZA BU TURU ÖNERİR MİSİNİZ?  EVET  HAYIR

**E - EKLEMEN İSTEDİĞİNİZ DİĞER GÖRÜŞLER:**

MÜDÜRTEBA7 ÇOK KİRAL,  
YEMEKLER ÇOK GÜZELDİR

YARDIMLARINIZ İÇİN TEŞEKKÜRLER



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DEAR CRUISE PARTICIPANT

THANK YOU VERY MUCH FOR CHOOSING "GOULETTE SAILING" AS A PART YOUR HOLIDAY IN TURKEY. THERE IS NO DOUPT THAT WE WILL DO OUR BEST TO MAKE YOUR HOLIDAY AS PLEASANT AS POSSIBLE.

HOWEVER, WE BELIEVE THAT DEVELOPING SUCH A HOLIDAY CONCEPT INEVITABLY NEEDS THE EVALUATION OF THE SERVICES BY THE PARTICIPANTS ON BOARD.

AT THIS STAGE, WE WILL KINDLY ASK YOU FILL OUT THE FOLLOWING QUESTIONNAIRE.

YOUR COMMENTS AND EVALUTIONS WILL HELP US TO SERVE YOU BETTER IN THE FUTURE.

THANK FOR YOUR HELP AND LOOKING FORWARD TO SEEING YOU ANOTHER CRUISE OF OUR COMPANY WE REMAIN.

YOUR FAITFULLY,

BARBAROS YACHTING CO.

NAME : ..... MASSIMO & LAURA PORTA MANTOVA .....  
ADDRESS : ..... VIA SACROTANO PRIMA PORTA 2TEL - 00060 SACROTANO .....  
E-MAIL : ..... F. jincefab@virgilio.it ..... (ITALY)

### A- THE GOULETTE

CRUISE DATES : ..... 7-14/08/10 ..... NAME OF THE GOULETTE ..... RICHIAMO !!! .....

	VERY GOOD	GOOD	POOR
1- COMFORT ON BOARD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2- CLEANLINESS ON BOARD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3- HYGINENE & SAFETY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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### B- THE CREW

1- WELLCOME ON ARRIVAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2- ATTENTION TO YOUR NEEDS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3- OVERALL SATISFACTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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### C- THE FOOD

	VERY GOOD	GOOD	POOR
1- FOOD QUALITY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2- FOOD QUANTITY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3- PRESENTATION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4- FOOD OVERALL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### D- GENERAL HOLIDAY EXPERIENCE

1- HAVE YOU EVER BEEN ON THIS TYPE OF CRUISE BEFORE?      YES       NO

2- IF YES; NAME OF THE TOUR OPERATOR

3- WOULD YOU GO ON THIS TYPE HOLIDAY IN THE FUTURE?      DEFINITELY       POSSIBLY       NO

4- WOULD YOU RECOMMEND THIS CRUISE TO YOUR FRIENDS?      YES       NO

### E- ADDITIONAL COMMENTS :

Everything was perfect and really professional.  
A surprise we all enjoyed

THANKS FOR YOUR HELP