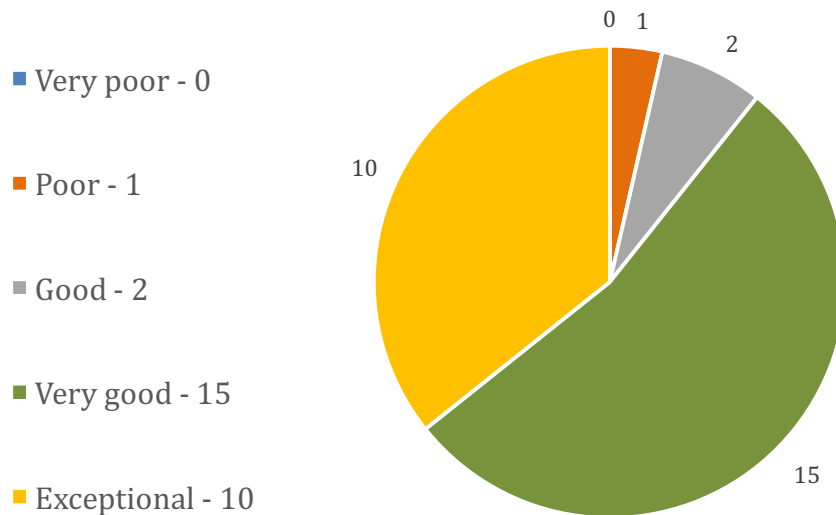
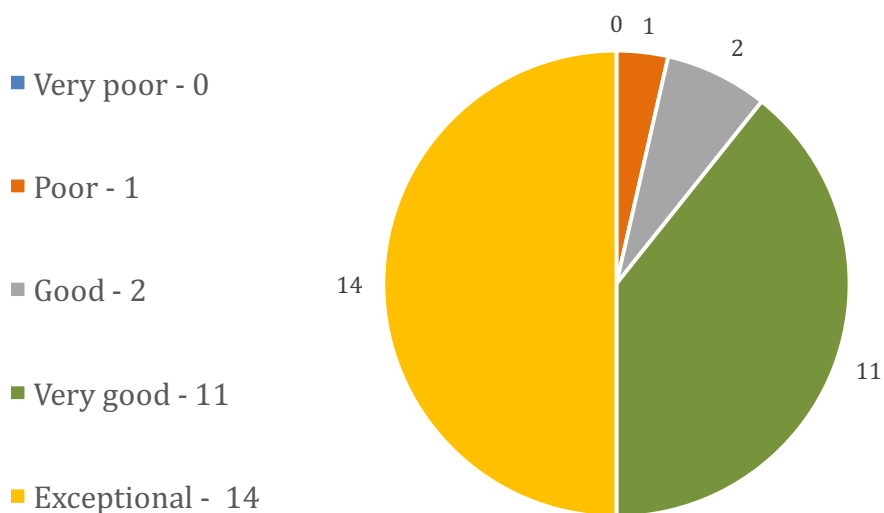


ENCOUNTER THE EARLY CHURCH IN GREECE & TURKEY
15 OCTOBER – 31 OCTOBER 2015
Tabulation of Trip Assessment

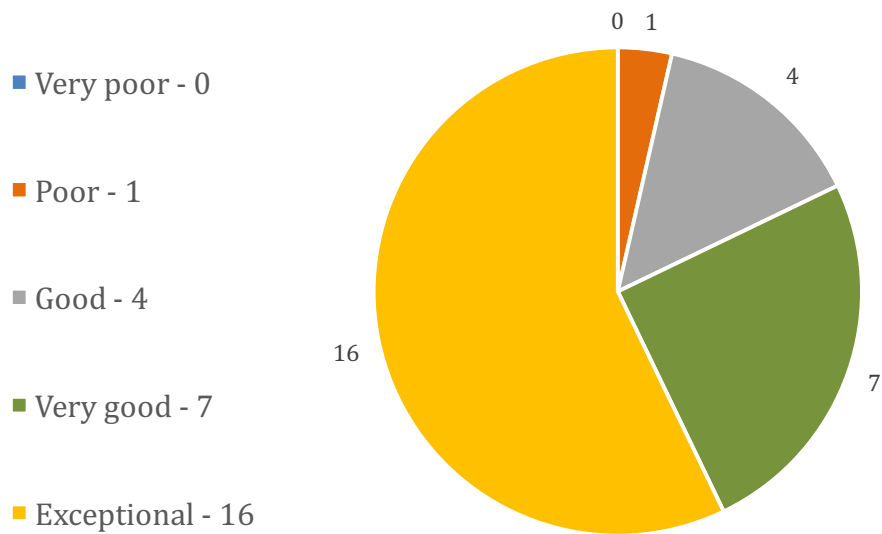
1) How would you rate the overall level of service and response time provided by the Splendour Project team to pilgrims from the moment of registration until the end of this pilgrimage?



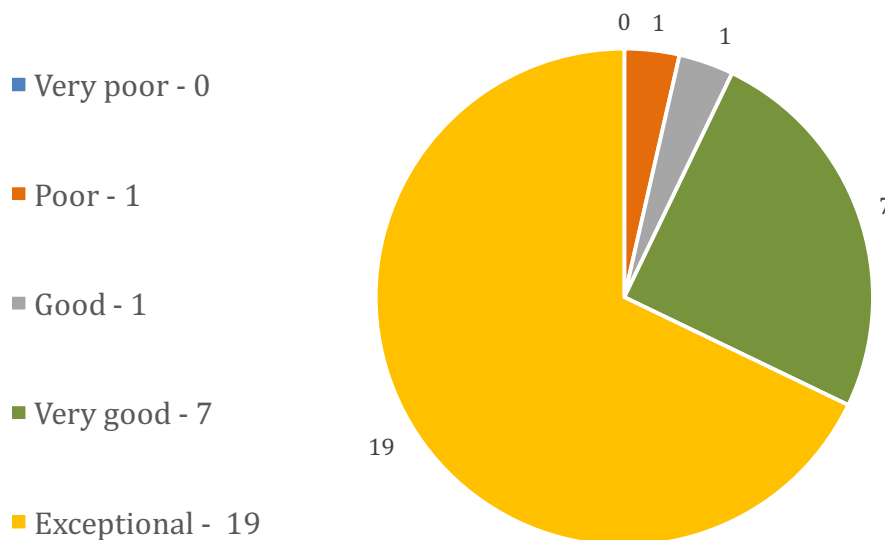
2) How would you rate the level of concern shown by Splendour Project representatives for any of your issues, concerns or questions? Were they friendly, helpful and approachable?



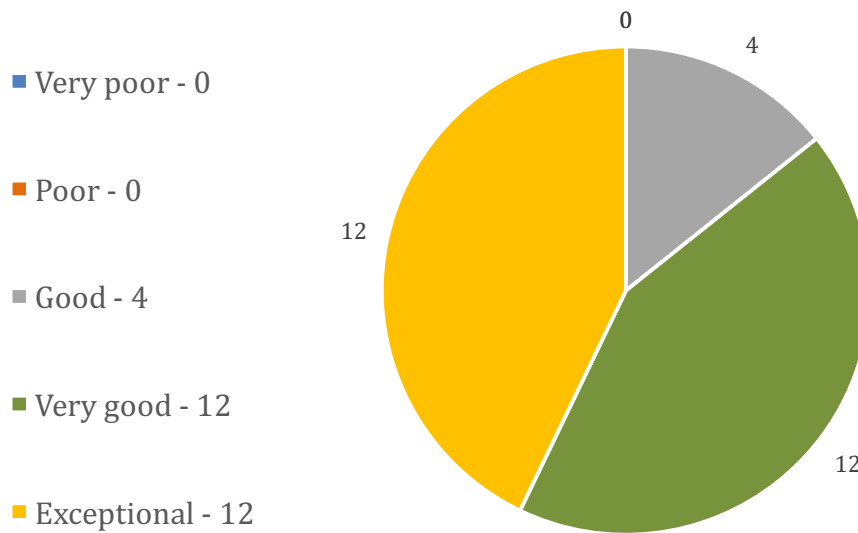
3) How would you rate the level of knowledge of the Splendour Project team? Did they provide you with accurate information?



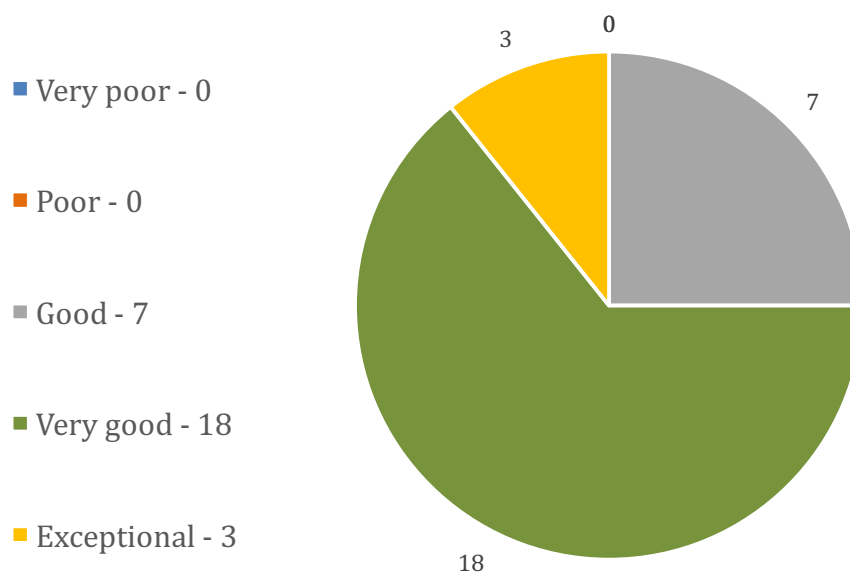
4) How would you rate the quality of faith formation sessions provided throughout the trip?



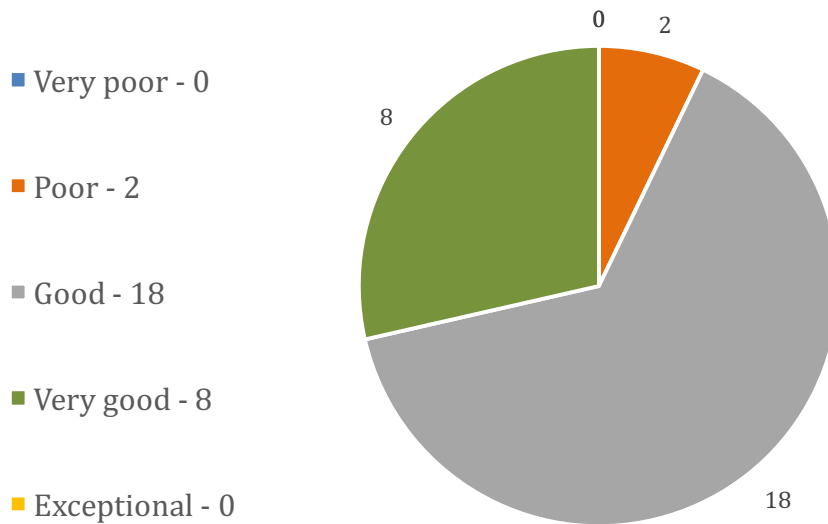
5) How would you rate the effects and benefits (spiritually and knowledge-wise) derived from this trip?



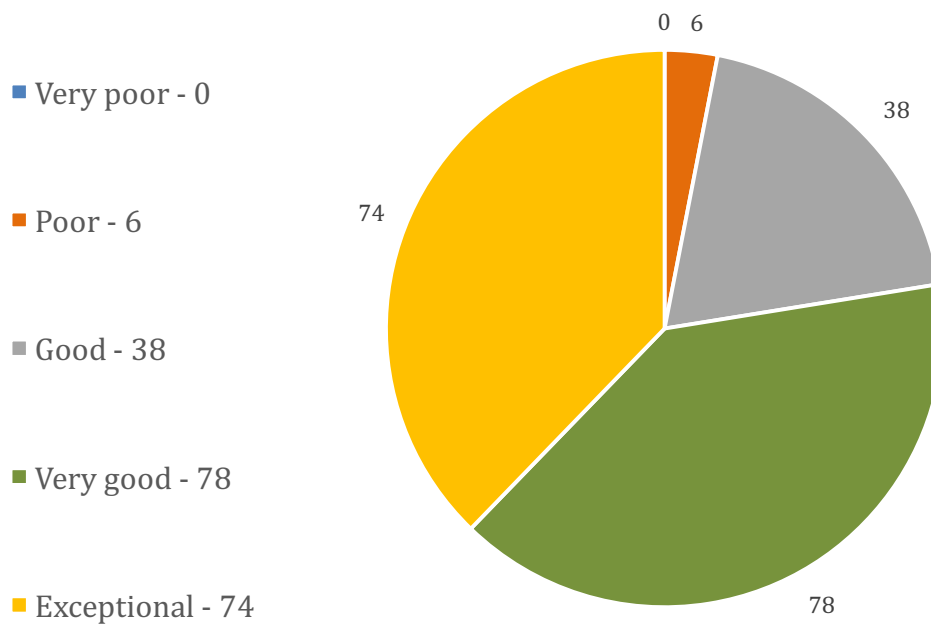
6) How would you rate the quality of the hotels and facilities?



7) How would you rate the quality of the restaurants and food?



TOTAL RESULTS



8) Suggestions for future improvements?

- If possible should have direct flight instead of transit flight which take longer time and tired.
- Change of desserts from fruits to sweets & cakes from time to time.
- Remove some visits so as to space out the program. This will allow more reflection time in the evenings.
- Can't think of any at the moment. Will keep in touch if any. Thought of 1. 😊 Colour code or make easy quick visual identification on formation & liturgy booklets respectively.
- Prayer of the Divine Mercy can be recited during Hour of Mercy at 3pm.
- Schedule some trips during Malaysian school holidays. Different colour cover for itinerary formation and liturgy/devotion books.
- Formation and itinerary cover to be different.
- Restaurant and food should be different during lunch and dinner.
- No need 5-star hotels, prefer to be in area that allows pilgrims to encounter local food & people e.g. Mediterranean Palace. Feel too remote & cocooned otherwise.
- If possible stay 2 nights at one hotel.
- Hotel to be located in or near commercial area. Not much help if 5-star & located in a desert. Unable to have a feel of the local culture & life of the local people.
- No complain. Keep up the good work.
- Better variety of food especially in Turkey. More time at House of Mother Mary.
- Provide headset as it's quite difficult to hear at times.
- Accommodate better food/restaurants.
- Less days in one hotel in Istanbul, perhaps 2 days instead of 4. Meals are too close together, e.g. dinner at 5pm when lunch was at 1pm.
- Name groups.
- As for me it's good enough.
- Having earpiece to listen to the tour guide at all places.

9) Other matter that you would like the Splendour Project team to take note?

- To arrive at hotel earlier so that pilgrims can have more time to refresh and shower from the traveling.
- Can't think of any at the moment. Will keep in touch if any.
- Food-wise perhaps to suggest tabasco sauce be available for some to give 'kick' out of the food.
- Regarding medication – remind pilgrims to get their own supply of medicine especially anti-biotics, from their own doctors rather than the Splendour Project Team to give medicine.
- To be fair to all.
- Please ask hotels/restaurant to give hot soup not lukewarm.
- Very tough & tiring journey, having to get up so early & leaving hotel so early.
- Preferably notes to be given out earlier.
- Pls different the colour of the booklet – liturgy devotion/mass + formation.
- Why didn't we go to Antioch (Greece)?
- None.
- There was one Friday when only meat was served and pilgrims who wanted to be meat-free experienced some problem. This would be an oversight.
- None.