



TRAVELINDOCHINA

2009 SMALL GROUP JOURNEY SURVEY STATISTICS

96.4%

SGJ Clients who would travel with TIC again

92.8%

Overall Client Satisfaction for SGJs






96.4%

Overall Tour Leader Performance for SGJs

92.9%

Overall Local Guide Performance for SGJs

NOTES:

-  Source: SGJ survey database, as of 26 Jan 10.
-  Period: 01 Jan 2009 – 31 Dec 2009
-  Average across all destinations
-  Both Tour leader and Locally led Tours
-  Scores are based on returned SGJ surveys and are using the following rating scale: Excellent = 100%, Very Good = 90%, Good = 50%, Satisfactory = 33% and Poor = 0%.