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Sterling Nicholson Add to contacts

3:04PM

To: ike@reynoldstravel.net

Reply

From: Sterling Nicholson

Sent: Fri 11/04/11 3:04 PM

To: ike@reynoldstravel.net

1 attachment | Download all as zip (36.7 KB)

Sterling ...vcf (24.2 KB)

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 Show content | Always show content from nick-techtraining@triad.rr.com

Ike,

I have received and returned a survey from Image Tours on the tour we just completed but wanted to add a couple of comments on the tour.

1. The tour itself was outstanding. Very well planned and executed and delivered everything the itinerary promised.
2. The meals throughout the tour were outstanding. Having lived in Italy and traveled back several times over the years I expected the breakfasts to be coffee and rolls for the most part, but what we were served was remarkable.
3. The tour manager, Jan Van Heiden, did a great job with the group. He was pleasant, knowledgeable and went out of his way to make sure everything went as well as could be expected.
4. The driver for the first 12 days, Ed Heimans, could not have been better. Ed was a great driver; skilled, very knowledgeable, very pleasant. He constantly went out of his way to make things easier for the group, reducing wherever possible the amount of walking required. He was extremely well dressed, courteous, easy to talk with. I think he was a great factor in making this tour as enjoyable as it was.
5. Singapore Airlines was wonderful. My wife had some reservations when we first received the tour documents, but we were both very pleased with the service they provided.
6. Last, your agency did a fine job in handling things for us. All our questions were handled in a timely manner and everything was done on time and absolutely complete and correct.

Sincerely,

Sterling Nicholson
 President