

Pat Whetstone  
MainSource Bank  
10/21 – 10/30/2010  
Tour Provider SST Tours/Chamber Discoveries  
Contact: Oliver Bergeron and Sandy Hale

Total: 15 customers, 1 bank employee

Reasons for choosing SST:

- Wanted land/water trip
- Pre-booking shore excursions
- Escort throughout land and water
- Cost/Value
- Knowledge level of salesperson
- Private shore excursions if minimum participation met

On all counts, the trip met my expectations and SST presented and produced all elements needed as state.

What a blessing to have pre-purchased our shore excursions. This was wonderful and one of the reasons that I bought the trip through SST. Having Vicky along made everything onboard our ship go even more smoothly, and this was another reason for choosing SST. The food was good and the dining experience was great!

Ports of Call

I had customers who went on all of the excursions offered. The ones I went on were Mykonos, Kusadasi and Santorini. The only comment I heard was that they would have liked more time in Santorini and some did not like getting back to the ship in the dark on the tender. However, all excursions were good!

Tour manager/Vicky Papantoniou

WOW! What a home run. We loved Vicky. There was nothing that she would not do or at least try to do to make this experience the best it could be. I was very, very pleased. She was the most knowledgeable, informed and accommodating escort I have ever had on an overseas trip. I cannot say enough about her willingness to please the group. And throughout the trip she continually made sure each place could be accessed by our traveler in the wheelchair. She made Greece and Greek mythology come to life for the group.

I enjoyed working with Sandy at SST. From my prospective, she is excellent at her job. She was always accommodating and knowledgeable about all aspects of the trip and did a great job of accounting.

Overall

The trip was wonderful and I feel the customers enjoyed most or all elements of it. We got along well with the others that joined our group from various places and it enhanced our travel experience. I appreciate the special efforts taken on behalf of my customer that needed a wheelchair. I had given him a very realistic explanation of how his experience would be limited prior to his purchase, however he chose to go anyway and his experience was limited due to his physical impairments. But I appreciate all that was done to make it the best it could be.

Thanks for working with me and making this a positive experience for my customers and myself.