

Date 15th February, 2011

Re: Survey regarding “The Customer Satisfaction on The Acceptance of The Rabieng Rimnum Tour Agency’s Website”

Dear Customer,

My name is Chok Tosap and I have cooperated with The Rabieng Rimnum Tour travel agency in Phetchaburi while studying with Information Technology and Strategy faculty at The Phetchaburi Rajabhat University, Thailand. I have developed a website for The Rabieng Rimnum Tour Agency for my studies and I would like to invite you to complete a questionnaire. The research data will provide useful information for 1) tourists to plan their travel schedules, 2) The Rabieng Rimnum Tour and other related agencies to plan development of their websites to satisfy their customers and, 3) help Thailand to promote tourism.

Your opinion is very valuable and important for this research project. This questionnaire will not require any private or confidential information to be disclosed, and your responses will be only used for statistical analysis.

Kindly return the questionnaire after completion to Mr. Chok Tosap. I look forward to hearing from you, and I would like to thank you for your participation.

Sincerely,

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(Chok Tosap)

Postgraduate Student

Faculty of Information Technology and Strategy