

ALHAMDULLILAH ALL PRAISE IS DUE TO ALLAH (S.W.T.) ,WHO THROUGH HIS INFINITE GRACE , MERCY AND COUNTLESS BOUNTIES , HAS INDEED BLESSED AND FAVOURED YOU WITH THIS ONCE IN A LIFETIME JOURNEY OF HAJJ AND THE ZIYARAAH OF NABI (S.A.W.) . O HAJJI , YOU ARE A SMALL PERCENTAGE , POSSIBLY 1 TO 2 % OF THE ENTIRE MUSLIM UMMAH.

MAY ALLAH (S.W.T.) GRANT YOU HAJJ MAKBOOL , HAJJ MABROOR.

It would be appreciated if you could give me some of your valuable time in answering the following questionnaire . Your feedback will INSHA –ALLAH be used to aid future hujjaaj and to make their journey an enjoyable and spiritually uplifting one. I thank you in advance for your valuable contribution .

Please circle your response , GENDER ; MALE / FEMALE AGE ----- YRS. Did you do a WALKING , BUS TRANSPORT OR COMBINATION of both hajj. SPECIAL SERVICES / NON SPECIAL SERVICES. Agent used: \_\_\_\_\_

To recap , we will look at your journey from start to finish (accreditation application / acceptance), SAHUC services . AGENT selection . EDUCATION and LECTURES. DEPARTURE from home , different airports . Stay in the different cities ; MADINAH MUNAWWARAH , MAKKAH MUAZZAMAH , PERFORMANCE OF UMRAH , AZZIZIA , FIVE DAYS OF HAJJ, SPIRITUAL GUIDANCE DURING HAJJ etc. RETURN JOURNEY .

1. SAHUC & SERVICES PROVIDED . Please circle YES / NO or comment.

a. Was the accreditation system appropriate with regard to time constraints? Y / N

b. Information on website / ease or difficulty of use, please comment .

\_\_\_\_\_

\_\_\_\_\_

c. SAHUC presence at various airports and help provided, please comment ?

\_\_\_\_\_

\_\_\_\_\_

d. Were disputes with agents timeously resolved , comment ? \_\_\_\_\_

\_\_\_\_\_

e. During the 5 days of hajj did SAHUC fulfill its role, comment on medical and , or other facilities as well please .

\_\_\_\_\_

\_\_\_\_\_

f. In which way do you think the services of SAHUC could be improved ?

\_\_\_\_\_

\_\_\_\_\_

2. AGENT SELECTION. page 2

a. Were the services provided by the agent adequate and as advertised by the agent ? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b. Was there adequate spiritual guidance provided by the agent at various segments of the journey ? Please comment . \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c. Please comment on other aspects that will be of benefit to future hujjaj.  
\_\_\_\_\_  
\_\_\_\_\_

3. EDUCATION AND LECTURES.

a. Did you attend any lectures prior to your departure ?  
\_\_\_\_\_

b. Which lectures did you attend . \_\_\_\_\_

c. Was the information given adequate, please comment . \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

d. Which kitaabs / books were most beneficial and why ? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

e. In which way do you think education can be improved, please comment on this important aspect. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. KINDLY COMMENT ON THE POSITIVE & NEGATIVE ASPECTS OF YOUR ENTIRE JOURNEY. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. If you had the opportunity to go for hajj again ,what would you do differently and why , please comment. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. I would like to thank you for your valuable input, may ALLAH (S.W.T.) reward you.

Kindly e mail to ; yusuf.h.patel@gmail.com

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