Villa Tievoli
Luxury Beach Front Living

Please take a few minutes to fill out our guest feedback form or you can fill one out online at www.villatievoli.com. Kindly provide the following information, which we will keep confidential:

Check-in on: Month: _____ Day: _____ Year: _____

Duration of your stay: _____

Name (s): _____

Telephone Number: _____

Email Address: _____

1. How did you hear about our villa?
   - ☐ Entertainer Travel
   - ☐ Search Engine (Google, Yahoo)
   - ☐ Travel Review Website (Trip Advisor)
   - ☐ Online Travel Website (Expedia.com, Hotels.com etc)
   - ☐ Travel Agency
   - ☐ Company Travel Program
   - ☐ Friend / Colleague Referral
   - ☐ Magazine
   - ☐ Other (please specify) _____

2. How did you make your reservation?
   - ☐ Travel Agency
   - ☐ Direct from Website
   - ☐ Other (please specify) _____

3. What was the purpose of your visit?
   - ☐ Vacation
   - ☐ Wedding
   - ☐ Conference
   - ☐ Business
   - ☐ Other (please specify)_____

4. Was this your first visit to our villa?   ☐   Yes   ☐   No
   If this is not your first visit, what factors influenced you to return to our villa?

   _____

5. How would you rate the service provided by the following

		Excellent 5	4	3	2	Poor 1
		☐	☐	☐	☐	☐
1.	Quality of food	☐	☐	☐	☐	☐
2.	Clean and tidy villa.	☐	☐	☐	☐	☐
3.	Clean and tidy rooms.	☐	☐	☐	☐	☐
4.	Staffs are willing to help guests.	☐	☐	☐	☐	☐
5.	Staff can be trusted.	☐	☐	☐	☐	☐
6.	Staffs are friendly.	☐	☐	☐	☐	☐
7.	General quality of our villa is…	☐	☐	☐	☐	☐
8.	Staff understands specific needs of the guests.	☐	☐	☐	☐	☐
9.	Additional activities offered by the villa (sports facilities, entertainment etc.)	☐	☐	☐	☐	☐
10.	Additional activities offered in the local area (possibilities for excursions.)	☐	☐	☐	☐	☐

Comment: _____

6. Did you feel welcomed by the villa staff during your stay?

☐ Yes ☐ No

Comment: _____

7. What did you think of your overall stay at the villa?

	Excellent 5	4	3	2	Poor 1
Appearance	☐	☐	☐	☐	☐
Cleanliness	☐	☐	☐	☐	☐
Meals	☐	☐	☐	☐	☐
Furnishings	☐	☐	☐	☐	☐
Quality of Amenities	☐	☐	☐	☐	☐
Overall	☐	☐	☐	☐	☐

Comment: _____

8. How did you find the food quality?

Excellent 5	4	3	2	Poor 1
☐	☐	☐	☐	☐

Comment: _____

9. How would rate our villa's overall performance?

	Excellent				**Poor**
	5	**4**	**3**	**2**	**1**
	☐	☐	☐	☐	☐

Comment: _____

10. Please provide name of the employee or employees who provided exceptional service.

Employee Name: _____

11. If given the opportunity, would you return to our villa?   ☐   Yes   ☐   No
Comment: _____

12. We value your opinion and suggestions. Are there any recommendations you have to improve our villa?
Comment: _____

13. Would you like to receive additional information about our villa specials and promotions via email? ☐   Yes   ☐   No

Thank you for providing us with your valuable feedback and suggestions.