

# Hotel - Customer Satisfaction

## BACKGROUND INFORMATION

Date: \_\_\_\_\_

Age:  0-14       15-24       25-34  
 35-44       45-54       55-64  
 65-74       75-84       85-

Gender:  male       female

Country: \_\_\_\_\_

How did you find out about the service?  
 You can select at most 10 options

From the Internet: company website       From the Internet: search engine, please specify: \_\_\_\_\_  
 Friends, acquaintances, relatives       Brochures       From the Internet: social networking sites and discussion groups (IRC, Facebook, Tripsay.com, Suomi24, etc.)  
 TV/Radio       Tourism information service       Newspapers and local papers  
 Elsewhere, please specify: \_\_\_\_\_  
 Other, what? \_\_\_\_\_  
 Personal experiences

Purpose of the trip:  business       leisure       passing by  
 other  
 please specify: \_\_\_\_\_

Please answer the questions below using the following scale

😊 = very good, 😞 = very poor, ? = no experience

### General factors

	😊	😊	😊	😞	😞	?
Pleasantness in general	<input type="checkbox"/>					
Tidiness in general	<input type="checkbox"/>					
Staff willingness to serve	<input type="checkbox"/>					
Staff expertise	<input type="checkbox"/>					
Availability of service	<input type="checkbox"/>					

### Accommodation

	😊	😊	😊	😞	😞	?
General appearance	<input type="checkbox"/>					
Tidiness of the room	<input type="checkbox"/>					

### Restaurant



Food

The appearance and pleasantness of the restaurant premises



Your general opinion

Price-quality ratio

How did we fulfil your expectations?

Would you come again?  Yes  No  
Why not: \_\_\_\_\_

Would you recommend us to others?  Yes  No  
Why: \_\_\_\_\_

What was the best of all?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How would you improve our operation?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact details:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I would like to subscribe to your direct mailing list:  Yes  No

Thank you for your comments!