

GUEST SATISFACTION SURVEY

THE STAY.

Name:

Surname:

Contact Information:

How did you make the reservation?

Website

In person / Phone

Other

Check-in

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How was your check-in experience?					
Were you greeted warmly upon arrival?					
Were you provided with all necessary information at check-in?					
Comments or suggestions regarding the check-in process.					

Room Quality

	Excellent	Very Good	Good	Fair	Poor
How would you rate the quality and cleanliness of your room?					
Were all amenities in your room in good condition?					
Were any issues with your room promptly addressed?					

Housekeeping

	Excellent	Very Good	Good	Fair	Poor
How satisfied were you with the housekeeping service?					
Were your room and bathroom kept clean and tidy?					

Dining Experience

	Excellent	Very Good	Good	Fair	Poor
Did you dine at the hotel's restaurant(s)? If so, how satisfied were you with the food and service?					
Were you satisfied with the food selection at the breakfast buffet?					
Did you order room service? How satisfied were you with it?					



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Sustainability

YES NO

Were you aware of our hotel's sustainability initiatives before your stay?		
Have you reviewed our Sustainability Policy on our Website?		
If yes, please specify which initiatives you were aware of.		
If no, would you appreciate more information about our sustainability efforts during your stay? (Yes/No)		

Participation in Sustainable Practices

YES NO

Did you participate in any of our hotel's sustainability programs during your stay? (e.g., towel and linen reuse, recycling)		
Were sustainability initiatives and information clearly communicated to you during your stay? (Yes/No)		
If yes, please specify which practices you participated in.		

Overall Sustainability Experience

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

How satisfied were you with our hotel's sustainability efforts?					
Were you satisfied with the eco-friendly amenities in your room (e.g., refillable toiletries, energy-efficient lighting)? (Scale: Very Satisfied to Very Dissatisfied)					

Overall Satisfaction

On a scale of 1 to 10, how likely are you to recommend our hotel to others? 1 2 3 4 5 6 7 8 9 10

Any additional comments or suggestions for improvement?

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Signature

