01 Overall, how friendly was the hotel staff?

- o Extremely friendly
- o Quite friendly
- o Moderately friendly
- o Somewhat friendly
- o Not at all friendly

02 Overall, how polite was the hotel staff?

- o Extremely polite
- o Quite polite
- o Moderately polite
- o Somewhat polite
- o Not at all polite

03 Overall, how professional was the hotel staff?

- o Extremely professional
- o Quite professional
- o Moderately professional
- o Somewhat professional
- o Not at all professional

04 How quick was the check-in process?

- o Extremely quick
- o Quite quick
- o Moderately quick
- o Somewhat quick
- o Not at all quick

05 How clean was your room upon arrival?

- o Extremely clean
- o Quite clean
- o Moderately clean
- o Somewhat clean
- o Not at all clean

06 How well did the housekeeping staff clean your room?

- o Extremely well
- o Quite well
- o Moderately well
- o Somewhat well
- o Not at all well
- o Not applicable

07 Overall, how well-equipped was your room?

- o Extremely well-equipped
- o Quite well-equipped
- o Moderately well-equipped
- o Somewhat well-equipped
- o Not at all well-equipped

08 How helpful was the concierge throughout your stay?

- o Extremely helpful
- o Quite helpful
- o Moderately helpful
- o Somewhat helpful
- o Not at all helpful
- o Not applicable

09 How comfortable were your bed linens?

- o Extremely comfortable
- o Quite comfortable
- o Moderately comfortable
- o Somewhat comfortable
- o Not at all comfortable

10 Overall, how quickly did the hotel staff respond to your requests?

- o Extremely quickly
- o Quite quickly
- o Moderately quickly
- o Somewhat quickly
- o Not at all quickly
- o Not applicable

11 **How convenient were the hours of the food service options at our hotel?**

- ○ Extremely convenient
- ○ Quite convenient
- ○ Moderately convenient
- ○ Somewhat convenient
- ○ Not at all convenient
- ○ Not applicable

12 **How delicious was the hotel breakfast service?**

- ○ Extremely delicious
- ○ Quite delicious
- ○ Moderately delicious
- ○ Somewhat delicious
- ○ Not at all delicious
- ○ Not applicable

13 **How pleased were you with the quality of the food offered at our hotel?**

- ○ Extremely pleased
- ○ Quite pleased
- ○ Moderately pleased
- ○ Somewhat pleased
- ○ Not at all pleased
- ○ Not applicable

14 **How affordable was the hotel breakfast service?**

- ○ Extremely affordable
- ○ Quite affordable
- ○ Moderately affordable
- ○ Somewhat affordable
- ○ Not at all affordable
- ○ Not applicable

15 **How affordable was your stay at our hotel?**

- ○ Extremely affordable
- ○ Quite affordable
- ○ Moderately affordable
- ○ Somewhat affordable
- ○ Not at all affordable

16 **Overall, at what level were you satisfied with our hotel?**

- ○ Extremely satisfied
- ○ Quite satisfied
- ○ Somewhat satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Somewhat dissatisfied
- ○ Quite dissatisfied
- ○ Extremely dissatisfied

17 **How likely are you to stay at our hotel again?**

- ○ Extremely likely
- ○ Quite likely
- ○ Moderately likely
- ○ Somewhat likely
- ○ Not at all likely

18 **How likely are you to recommend our hotel to a friend or colleague?**

1	2	3	4	5	6	7
Not at all likely						Extremely likely

19 **How likely are you to discourage others from staying at our hotel?**

- ○ Extremely likely
- ○ Quite likely
- ○ Moderately likely
- ○ Somewhat likely
- ○ Not at all likely

20 **Do you have any other comments, questions, or concerns?**

SUBMIT