

Customers' survey



What do people think about the quality of the services in the hotel?

You will write the last two questions. Then, imagine you are the customer and answer them.

1. Why did you choose this hotel? _____.

2. Did you book your stay online or by phone? _____.

3. How was the check-in process? _____.

4. Did you enjoy your stay? _____.

5. How comfortable was your room? _____.

6. Was our staff friendly? _____.

7. Did you like our extra amenities and recreational activities? _____.

8. What would you change/improve in our hotel? Why? _____

_____.

9. _____?

_____.

10. _____?

_____.

EXTRA COMMENTS: _____

_____.