**[Hotel Name]**

[Address CITY ST Zip Code], Tel: (00) 1234 5678 Fax: (00) 1234 5678 Email: emailaddress@email.com

**Feedback Form**

# How Are We Doing?

We hope you enjoyed your stay with us! To help us better serve you, please complete this survey and return it to the reception desk at your convenience. Thank you!

|  |  |
| --- | --- |
| Customer Name: | [Write Customer Name Here] |
| Address: | [Write Address Here] |
| Email/Phone | [Write Here] |
| Account: | [Write Here] |

|  |
| --- |
|  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Statement | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| My overall experience here was good, and I would recommend this hotel to my friends. |  |  |  |  |  |
| My reservation record was accurate. |  |  |  |  |  |
| The check-in process was timely and efficient. |  |  |  |  |  |
| The check-in staff was courteous. |  |  |  |  |  |
| My room was clean and comfortable. |  |  |  |  |  |
| My room was furnished appropriately. |  |  |  |  |  |
| My bed and bedding were comfortable. |  |  |  |  |  |
| The guest staff was prompt, reliable, and friendly. |  |  |  |  |  |
| The guest staff was knowledgeable and fully answered my questions about the area. |  |  |  |  |  |
| Security was available if needed. |  |  |  |  |  |
| Housekeeping staff was friendly and reliable. |  |  |  |  |  |
| Management was available to solve problems. |  |  |  |  |  |
| The food and dining staff was courteous. |  |  |  |  |  |
| The food quality was good. |  |  |  |  |  |
| Room service was timely and efficient. |  |  |  |  |  |
| Room service delivered the correct food order. |  |  |  |  |  |
| Hotel amenities (pool, hot tub, exercise room) were clean, attractive, and properly equipped. |  |  |  |  |  |
| The check-out process was timely and efficient. |  |  |  |  |  |
| I received a complete and accurate bill. |  |  |  |  |  |
| The check-out process was timely and efficient. |  |  |  |  |  |
| Additional Comment: | | | | | |

Signature Date: September 25, 2019

### [HOTEL NAME]

[Address]  
City, ST ZIP Code

[Phone]

[Website]