# Hotel Accommodation Survey



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!

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Statement | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| My overall experience here was good, and I would recommend this hotel to my friends. |  |  |  |  |  |
| Check in |  |  |  |  |  |
| My reservation record was accurate. |  |  |  |  |  |
| The check-in process was timely and efficient. |  |  |  |  |  |
| The check-in staff was courteous. |  |  |  |  |  |
| Guest Room |  |  |  |  |  |
| My room was clean and comfortable. |  |  |  |  |  |
| My room was furnished appropriately. |  |  |  |  |  |
| My bed and bedding were comfortable. |  |  |  |  |  |
| Guest Staff |  |  |  |  |  |
| 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. |  |  |  |  |  |
| Food and Dining |  |  |  |  |  |
| 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. |  |  |  |  |  |
| Amenities |  |  |  |  |  |
| Hotel amenities (pool, hot tub, exercise room) were clean, attractive, and properly equipped. |  |  |  |  |  |
| Check out |  |  |  |  |  |
| The check-out process was timely and efficient. |  |  |  |  |  |
| I received a complete and accurate bill. |  |  |  |  |  |
| Additional Comments: |