



Guest Questionnaire

NAME	ROOM	DATE FROM	DATE TO	BB/HB/FB	TOUR OPERATOR

Dear Guest,

Thanks to your answers a number of improvements (small or great) have been achieved and we have been able to remedy inadequacies in our services. Please feel free to tell us whether we now succeed and do not hesitate to give praise, criticism and suggestions.

We thank you very much for your kind cooperation and wish you a pleasant holidays at the 'Cavo Maris Beach Hotel'.

Please hand this questionnaire to the Reception and it will be directly (and confidentially) forwarded to the Manager.

Yours sincerely,

Cavo Maris BEACH HOTEL

1. Your Age:

-20 21-30 31-40
 41-50 51-60 61-

2. Do you Travel to the Cavo Maris

Alone or
 With a partner

3. Your profession

Manual worker
 Employee
 Public Services Employee
 Student
 Housewife
 Self Employed
 Retired

4. How did you get to know about the Cavo Maris Beach Hotel? (More than one answer possible)

Hotel Brochures
 Recommended by friends
 Information from a Travel Agent
 Travel Reports
 Newspaper Articles
 Choice without Information
 Already been to the Cavo Maris
 Public Relations
 Advertisements
 Tour Operators Brochures

5. What are your expectations towards your Holidays ? (More than one answer possible)

Mainly rest/Relaxation
 To change comfort
 To meet new people
 Culture, knowledge
 Freedom
 To get new impressions
 Sports/Activities
 To find many experiences
 To be treated comfortably
 To have fun and entertainment

6. Are you satisfied with your stay at the Cavo Maris? What mark would you give?

Very Good Fair
 Good Bad

7. How did you find ?

The Design/Equipment of your Bedroom

Too simple Just right

The Design/Equipment of your Bathroom

Too simple Just right

The quality of Food at Lunch

Very Good Fair
 Good Bad

The quality of Food at Dinner

Very Good Fair
 Good Bad

The Breakfast (Quality & Service)

Very Good Fair
 Good Bad

The Alkion Restaurant Service

Very Good Fair
 Good Bad

The Coral Bar/Cafeteria Service

Very Good Fair
 Good Bad

The Sirena Pool Bar Service

Very Good Fair
 Good Bad

The Reception Service

Very Good Fair
 Good Bad

The Cleaning of your Room

Very Good Fair
 Good Bad

The overall Maintenance

Very Good Fair
 Good Bad

The Entertainment

Very Good Fair
 Good Bad

8. What did you like most at the Cavo Maris Beach Hotel?

9. Is there anything you did not like at all at the Cavo Maris Beach Hotel ?

10. Have you been to the Cavo Maris Before?

Yes No

If "Yes"

How many times
 When _____

11. Will you come again to the Cavo Maris?

I am definitely coming again
 I might come again
 I am definitely not coming back

12. What do you miss in this Hotel?

13. Your suggestions for improvement:

14. Your home address

Signature _____

Thank you very much

Yours CAVO MARIS Beach Hotel