



# 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