



Guest Satisfaction Survey

We are a member of “Scotland’s Warmest Welcomes” – a co-operative grouping of tourism businesses in Lochaber who “put our hearts into hospitality”. As members of this unique association, we promise :

- a warm welcome,
- good natural cooking and
- a wonderful environment.

How did we do? We would really value your quick assessment of us, please. After all, we want you to come back - and when you do, find us even better!

Thank you for your help. You may **win a complimentary two-night stay** (Bed and Breakfast) at the member establishment of your choice! We draw the lucky questionnaire in January each year.

Seaview Guest House				Code : 100						
Your Name										
Address:										
Email										
Arrival Date		Departure Date		Room						
1. Quality of Accommodation										
Please PUT A CROSS in the box < Excellent Poor >										
Cleanliness of your room	10	9	8	7	6	5	4	3	2	1
Condition of furniture in your room	10	9	8	7	6	5	4	3	2	1
Good lighting	10	9	8	7	6	5	4	3	2	1
Peaceful, quiet room	10	9	8	7	6	5	4	3	2	1
Cleanliness of bath and tiled areas	10	9	8	7	6	5	4	3	2	1
Servicing of room during your stay	10	9	8	7	6	5	4	3	2	1
Overall room quality	10	9	8	7	6	5	4	3	2	1
Condition of grounds	10	9	8	7	6	5	4	3	2	1
Condition of Reception area	10	9	8	7	6	5	4	3	2	1
Reception decor	10	9	8	7	6	5	4	3	2	1
Condition of corridors	10	9	8	7	6	5	4	3	2	1
Overall maintenance and upkeep	10	9	8	7	6	5	4	3	2	1
Was everything in your room in working order?	YES			NO						
PTO →										

Please share any comments you may have about the quality of our rooms, Reception and outside.....

2. Quality of Us and our Services

When you arrived, was your reservation correct?

YES		NO								
10	9	8	7	6	5	4	3	2	1	
10	9	8	7	6	5	4	3	2	1	
10	9	8	7	6	5	4	3	2	1	
10	9	8	7	6	5	4	3	2	1	

Check in speed

Staff attitude

Check out speed

Adequate information of activities/facilities

Please share any comments about the quality of our service.....

3. Value

Value of Room

10	9	8	7	6	5	4	3	2	1
10	9	8	7	6	5	4	3	2	1
10	9	8	7	6	5	4	3	2	1
10	9	8	7	6	5	4	3	2	1

Value of Breakfast

Value of Dinner (if taken)

Overall value

4. Food

Overall breakfast experience

10	9	8	7	6	5	4	3	2	1
10	9	8	7	6	5	4	3	2	1

Overall dinner experience (if taken)

Please share any comments about the quality of our food

5. In General

How would you rate THIS establishment on an overall basis compared to other similar properties with which you may be familiar?

10	9	8	7	6	5	4	3	2	1
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If in this area again how likely would you be to stay with us?

Very likely

Somewhat likely

Unlikely

If 'unlikely', please say why?

We would appreciate any other feedback!

THANK YOU VERY MUCH FOR HELPING US, AND FOR HELPING LOCHABER!

Visit our web-site www.WarmestWelcomes.com and give feedback on-line!

Please return this to our independent assessors in the FREEPOST envelope provided