



Guest Satisfaction Survey

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

- a warm welcome,
- great facilities,
- a fine 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** at the member hostel of your choice! We draw the lucky questionnaire in January each year.

Falls View Bunkhouse			Code : 100							
Your Name										
Address:										
Email										
Arrival Date	<input type="text"/>	Departure Date	<input type="text"/>	Room	<input type="text"/>					
Please score the following :										
1. Quality of us and our Services	Please PUT A CROSS in the box < Excellent Poor >									
Efficiency of booking	10	9	8	7	6	5	4	3	2	1
Quality of directions to us	10	9	8	7	6	5	4	3	2	1
Welcome on arrival	10	9	8	7	6	5	4	3	2	1
Cleanliness of bedrooms	10	9	8	7	6	5	4	3	2	1
Cleanliness of bathrooms	10	9	8	7	6	5	4	3	2	1
Cleanliness of kitchen	10	9	8	7	6	5	4	3	2	1
Cleanliness of lounge and dining room	10	9	8	7	6	5	4	3	2	1
Condition of furniture	10	9	8	7	6	5	4	3	2	1
Condition of grounds	10	9	8	7	6	5	4	3	2	1
Was everything in working order?	YES		NO							
Quality of heating	10	9	8	7	6	5	4	3	2	1
Quality of drying room (where applicable)	10	9	8	7	6	5	4	3	2	1
Quality of kitchen facilities	10	9	8	7	6	5	4	3	2	1
Comfortable bed	10	9	8	7	6	5	4	3	2	1
Activity information	10	9	8	7	6	5	4	3	2	1
					PTO →					

2. Food (where applicable)

Please PUT A CROSS in the box									
< Excellent					Poor >				
10	9	8	7	6	5	4	3	2	1
10	9	8	7	6	5	4	3	2	1

Overall eating/dining experience

Value of food

Please share any comments on food, positive or negative, that you may have

3. In General

How we looked after you throughout your stay

How would you rate this property compared to other hostels with which you may be familiar?

Overall value for money?

Intent to return?

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

Very likely

Somewhat likely

Unlikely

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

If 'unlikely', please say why?

Hostels are able to keep their charges low only with the co-operation of their visitors, who kindly help by contributing to look after the hostel during their stay. We would appreciate you rating your contribution to this effort.

10	9	8	7	6	5	4	3	2	1
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What did you enjoy most about your stay?

What would you like to see provided or improved?

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



This Hostel is a member of Scottish Independent Hostels
www.hostel-scotland.co.uk

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