



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.

Loch View Hotel		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 décor	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	
Please share any comments you may have about the quality of our rooms, Reception and outside.....												
										PTO →		

2. Quality of Hotel Staff and Services

When you arrived at the Hotel 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
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
10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1
YES				NO															

Check in speed

Staff efficiency

Staff attitude

Check out speed

Overall quality of service and staff

Adequate information of activities/facilities

Was your bill correct?

Please share any comments about the quality of our staff or their service.....

3. Value

Reasonableness of charges for Hotel services

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 Room

Value of Breakfast

Value of Dinner

4. Food and Beverage

Overall breakfast experience

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
10	9	8	7	6	5	4	3	2	1

Overall lunch experience

Overall dinner experience

Overall eating/dining experience

Value of food

Please share any comments, positive or negative, you may have regarding your stay

5. In General

How would you rate THIS hotel on an overall basis compared to other hotels with which you may be familiar?

10	9	8	7	6	5	4	3	2	1
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During your stay did you experience any problems?

YES	NO
YES	NO
YES	NO

If Yes did you report your problem?

If Yes were all problems resolved to your satisfaction?

If in this area again, how likely would you be to stay in this hotel?

Definitely would	<input type="checkbox"/>
Probably would	<input type="checkbox"/>
Might or might not	<input type="checkbox"/>
Probably would not	<input type="checkbox"/>
Definitely would not	<input type="checkbox"/>

If 'probably' or 'definitely' would not please say why?

Other hotel more convenient? Y/N Quality of rooms? Y/N Quality of service? Y/N

Quality of Restaurant? Y/N Price? Y/N

Other reason? Please specify :

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.