Feedback Template

To help us to continually deliver an excellent customer experience please can you give us some feedback on your stay with us.

How would you describe your experience overall? Please tick.
Excellent ☐ good ☐ average ☐ poor ☐

Would you return to our business again if in the area? Yes ☐ No ☐

Does any member of staff deserve a special mention? .....

Please give an impression of the following:

	excellent	good	average	poor
the staff				
the welcome				
food				
facilities				
the experience				

How did you feel about your experience with us? e.g. relaxed, refreshed, pampered, frustrated, excited etc. and if you were the manager what would you change?

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How likely is it that you would recommend our business to a friend or colleague?

10	9	8	7	6	5	4	3	2	1	0
Extremely likely					Neutral					Not likely at all

Your name: Date of visit:

Your address: Post code:

Telephone no: Email:

Please hand this card to reception.
With many thanks.
Have a safe journey home.