



Hotel Questionnaire

Good morning/afternoon and welcome to our hotel. We are pleased that you decided to stay with us. If you have spent at least one night in our hotel we kindly ask you to participate in a survey which will help us make your future stay here even more pleasant. The interview will take about 10 minutes and is conducted anonymously.

If you were satisfied with the stay by us, we will be pleased, when you tell it to your acquaintance and friends and leave feedback in tripadvisor.com or travel portals, where you have made reservation of the room.

When you were not satisfied, we will be pleased, when we can solve out your complaint or reclamation during your stay by us to reach your satisfaction.

Thank you very much for your time and answers. We hope to meet you in our hotel again soon. We will be pleased if you join other wishes and suggestions.

Ponteo Activity Park Rusovce Hotel Team

Mark the appropriate answer, please.

Where did you hear about hotel Ponteo – Activity Park Rusovce?

1. I have already known your hotel
2. The internet
3. Friends and relatives
4. Massmedia
5. Books and turistic guides
6. Online websites (Trip Advisor, Booking.com, etc)
7. The offer was a part of the travel package of the travel agency

Gender:

1. male
2. female

What were the main reasons for your visit to our hotel?

- | | |
|-----------------------------------|--|
| 1. Business reasons | 5. Attending a conference, seminar, congress |
| 2. Visiting relatives and friends | 6. Sport and recreation |
| 3. Rest and relaxation | 7. Others, what: |
| 4. Sightseeings in Bratislava | |

Is this your first visit to our hotel?

1. No – How many times have you visited this hotel in past?
2. Yes, it is my first visit

Which employment status do you have?

- | | |
|--|-----------------------|
| 1. Employed | 3. Student |
| a. Top managing employer (top management) | 4. Unemployed |
| b. Lower managing employer (middle-low management) | 5. Retired / renter |
| c. Employer (without managing position) | 6. Others, what:..... |
| 2. Self-employed | |

Have you had any reason to complain since you have been staying at this hotel?

1. yes ----- Have you filed a complaint?
 - a. yes
 - b. no ----- What was the problem?
.....
.....
.....
2. No

If you are interested to receive our marketing information and news in the future, please, write your e-mail address:

Ratings of the hotel and other provided services

Unless is not otherwise stated, express your satisfaction rated by following rating scale :

Very satisfied	Satisfied	Partially satisfied	Dissatisfied	Very dissatisfied
1	2	3	4	5

Hotel 1 2 3 4 5

1. How appreciate you the general quality of our hotel?					
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For each statement please indicate to what extent you agree with. „1“ means (very high quality) „5“ means (very low quality)

	1	2	3	4	5
1. How satisfied were you with decor, equipment and cleanliness of your room?					

I would welcome.....

	1	2	3	4	5
1. Do you appreciate our hotel positive?					
2. Was our hotel staff friendly and willing to help you?					
3. Do you agree with statement, that in our hotel is the guest always the priority?					
3. Were the decisive parameters of the hotel selection for you other leisure time activities directly in our hotel (squash, wellness, spa, bowling alley, fitness center)?					

For each statement please indicate to what extent you agree with. „1“ means (I totally agree) „5“ means (I totally disagree)

Restaurant & Cafe 1 2 3 4 5

1. Are you satisfied with dealing your order?					
2. How do you appreciate the level of communication with the hotel stuff?					
3. How do you appreciate quality of provided services /food/ refreshment?					

I would welcome.....

Wellness 1 2 3 4 5

1. Are you satisfied with the cleanliness in wellness?					
2. Are you satisfied with the equipement of the spa area in wellness?					
3. Are you satisfied with provided procedures?					

I would welcome.....

Bowling 1 2 3 4 5

1. How do you appreciate the level of communication with the hotel stuff?					
2. How do you appreciate quality of provided services /food/ refreshment?					

I would welcome.....

Fitness & Squash 1 2 3 4 5

1. Are you satisfied with the provided services?					
2. Are you satisfied with prices of provided services?					

I would welcome.....

What is your overall satisfaction with your stay in our hotel? 1 2 3 4 5

1. Overall, stay at this hotel has been very valuable to me and I have felt very well here.					
2. I will speak positive of this hotel to my friends and colleagues and I will recommend this hotel to my friends and relatives.					
3. I am pleased that I decided to visit this hotel.					
4. I am looking forward to visit this hotel in the future again.					

For each statement please indicate to what extent you agree with. „1“ means (I totally agree) „5“ means (I totally disagree)

I would welcome