

## GUEST SATISFACTION SURVEY

Were you satisfied with your stay overall?  Yes  No

Did you experience any problems during your stay?  Yes  No

Were you satisfied with our organization's sustainable tourism practices?  Yes  No

What was your experience with the room cleaning and organization?  Very Satisfied  Satisfied  Neutral

What was your opinion of the hotel staff's hospitality and helpfulness?  Very Satisfied  Satisfied  Neutral

Would you recommend our hotel to anyone you know or visit in the future?  Absolutely yes  Yes  No  Absolutely no

Are there any services or amenities you would like to see improved or suggest we add to our hotel?

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What suggestions for improvement would you suggest to help increase the effectiveness of our organization's sustainable tourism practices? We'd appreciate your sharing them with us.

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Do you have any suggestions we can make to improve guest satisfaction?

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