

12.4_Closure

Model questionnaire

Customer Survey

To all our customers,

Please help us to improve our services and our in-house operations by completing this questionnaire.

The first 10 questionnaires we receive will receive a 25% discount voucher on a weekend stay in our luxury boutique resort hotel.

Please indicate your answer by circling your choice.

1. What do you think of Gaia's catering?
A good quality **B** not good quality **C** don't know
2. How do you rate Gaia's level of comfort?
A good **B** poor **C** don't know
3. Do you think Gaia's range of services is varied enough?
A yes **B** no **C** don't know
4. Do you think staff are polite and helpful?
A yes **B** no **C** don't know
5. What do you think of the quality of our services over the last five years? Have they:
A improved **B** deteriorated **C** neither
6. Do you prefer Gaia to other boutique resort hotels?
A yes **B** no **C** don't know
7. Do you think Gaia offers good discounts?
A yes **B** no **C** don't know
8. Would you like Gaia to provide more virtual services?
A yes **B** no **C** don't know
9. Any other comments?

Thank you for your help!