THE

CUSTOMER

AS A

CONSULTANT

(Some Examples of the Methods Used by Various Organisations to Collect Information and Ideas from Customers)

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Business Excellence Consultancy
Inverness

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M: 07850 220122

Sept 2003
Please comment on the staff who you encountered during your stay


And feel free to comment further


Do you hope to return Y / N

Many Thanks. Mrs. Keola Anliff

Banff Springs Hotel

“Arrive as a Guest, return as a friend”

Residents Questionnaire

Thank you so much for your custom

Banff Springs Hotel

Guest Questionnaire

Restaurant & Brasserie

Thank you so much for your custom

Will You return Y / N

Many Thanks. Mrs. Keola Anliff
It would be most helpful if you would provide us with the following information:

Name

Date of Stay

Why did you choose Banff Springs Hotel?

(please circle as appr. 1 – poor 5 excellent)

How well was your Reservation taken?
1 2 3 4 5

How was your Check-in & first impression?
1 2 3 4 5

Please rate Quality and Comfort of Room
1 2 3 4 5

Was your accommodation Value for Money?
1 2 3 4 5

Please rate overall breakfast standard?
1 2 3 4 5

Please Rate
1 poor – 5 excellent

Menu Choice 1 2 3 4 5
Buffet Standard 1 2 3 4 5
Cooked Food 1 2 3 4 5
Coffee/Tea 1 2 3 4 5
Service 1 2 3 4 5

Dinner/Supper

Restaurant Brasserie

Welcome 1 2 3 4 5 1 2 3 4 5
Quality 1 2 3 4 5 1 2 3 4 5
Presentation 1 2 3 4 5 1 2 3 4 5
Service 1 2 3 4 5 1 2 3 4 5
Friendliness 1 2 3 4 5 1 2 3 4 5
Value for money 1 2 3 4 5 1 2 3 4 5
Menu Choice 1 2 3 4 5 1 2 3 4 5
Bar Service 1 2 3 4 5 1 2 3 4 5
Speed 1 2 3 4 5 1 2 3 4

It would be most helpful if you would provide us with the following information:

Name

Time of Visit

Date . Tel No:...

In which area did you dine?

How frequently have you dined with us?
Frequently □ Occasionally □ 1st time □
(more than 6 per annum)

Do you dine in both service areas Y / N

If not, why not?

What would you like to see more/less of on the menu.

Please circle as appropriate 1–poor; 5 excellent

Restaurant Brasserie

Welcome 1 2 3 4 5 1 2 3 4 5
Food Quality 1 2 3 4 5 1 2 3 4 5
Presentation 1 2 3 4 5 1 2 3 4 5
Service 1 2 3 4 5 1 2 3 4 5
Friendliness 1 2 3 4 5 1 2 3 4 5
Value for money 1 2 3 4 5 1 2 3 4 5
Menu Choice 1 2 3 4 5 1 2 3 4 5
Bar Service 1 2 3 4 5 1 2 3 4 5
Speed 1 2 3 4 5 1 2 3 4 5

Kids Menu 1 2 3 4 5
Content 1 2 3 4 5
Food Quality 1 2 3 4 5
Belhaven Private Hotel
152 Bon Accord Street
Aberdeen AB11 6TX

Proprietors: Eileen & George Milne
Telephone & Fax: 01224 588 384.
Mobile: 0850 750 400.
E-mail: Belhaven@AOL.com

I am at the moment working on a 'Hospitality Assured' Course and would be grateful if you could help me by answering a few questions.

<table>
<thead>
<tr>
<th>How did you find the BELHAVEN</th>
<th>Tourist info.</th>
<th>Yellow pages</th>
<th>Recommended</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you made your booking was all Information given satisfactorily</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>What kind of reception did you Receive on arrival</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Was everything in your room up To the standard expected</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Did you find the dining room pleasant And that food was served to you Satisfaction</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>How did you find the atmosphere of the Hotel</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Did you find check out times and Procedures acceptable</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

I would appreciate any further comments you wish to make.

Name

Room Number

Date

5 – Excellent  4 – Very Good  3 – Good  2 – Fair  1 – Unsatisfactory
MacLeod Hotels
Bosville Terrace
Portree
Isle of Skye
IV51 9DG
Thank you

THANK YOU FOR CHOOSING TO STAY IN A MACLEOD HOTEL.

We would be very grateful if you could tell us what you thought of your experience with us. Whilst we endeavour to offer you the highest level of Highland Hospitality, we do realise that there is always room for improvement.

Please could you complete this feedback form and either post it to us using the reply paid service, or pop it in to one of our customer feedback boxes you see around the hotel.

Thank you for your help.

Susan MacLeod
Head of Quality

PLEASE TICK THE APPROPRIATE CIRCLE:

ACCOMMODATION:
How well was your reservation taken? EXCELLENT V. GOOD GOOD SATISFACTORY POOR
How was your first impression?
Your welcome?
The comfort of your room?
The cleanliness of your room?
How did you rate your breakfast?
Did your breakfast arrive on time?
How did you rate the service?

Did you dine with us? (Please tick your answer)
YES NO
Where did you eat?
BAR RESTAURANT

If you were the hotel manager, what would you change?

________________________________________________________
________________________________________________________
________________________________________________________

DATE OF STAY: ROOM NO.

How did you hear about the hotel? STAYED BEFORE RECOMMENDED ADVERT WEB SITE
AUTUMN WINTER SPRING

Which time of year are you more likely to come for a break?

Which advert did you see?

________________________________________________________

WIN A FREE WEEKEND BREAK

We would also be grateful if you would supply the following information. All names will be put in to a prize draw for the chance to win a Free Weekend Break, inclusive of Dinner, Bed and Breakfast in one of the MacLeod Hotels either in Inverness or on the Isle of Skye.

Name:
Address:
Postcode:
Email:

Would you like to receive further offers from MacLeod Hotels? YES NO
Please hand your completed questionnaire to a member of staff or put it into one of our customer feedback boxes.

help us
Be the Best

cheers to
Being the Best

Complete this questionnaire and you could win a bottle of malt whisky.
Thank you for choosing to dine in our restaurant.

We pride ourselves in offering only excellent service and the highest standards of cuisine, but acknowledge that there is always room for improvement.

Please could you help us by filling out this feedback form. This information and any comments or suggestions you make will be used to raise our standards.

Thank you for choosing to visit a Macleod Hotels Bar.

We pride ourselves in offering only the best of service, but acknowledge that we can always improve.

Please could you help us by filling out this feedback form and putting it in one of the customer feedback boxes. Complete your details below and we'll enter you into our monthly PRIZE DRAW and you could win a Bottle of Talisker Malt.

This information and any comments or suggestions you make will be used to improve our standards.
Customer Comments

"Brewers Fayre is committed to providing quality, value-for-money food within a relaxing pub-restaurant atmosphere"

We always aim to exceed your expectations, so it would be much appreciated if you could spend a couple of minutes answering the questions below. Then, please post this card in the box provided. We look at the cards every day and take note of your comments. However, we regret we cannot always reply to individual comments.

1. How often do you eat at Brewers Fayre?
   - First visit
   - Once a week
   - Once a month
   - Once every 3 months
   - Less often

   Would you visit again?
   - Yes
   - No

2. Which of the following best describes the reason for your visit?
   - Special Occasion
   - Business
   - Family meal
   - Casual

3. Please tell us the number in your party:
   - Adults (18 and over): __________
   - Children: __________

3. Using the scale of 1 to 5, where 5 is excellent and 1 is poor, please rate the following by circling the appropriate number:
   - a. Your enjoyment of your visit
   - b. The quality of the food
   - c. The value for money
   - d. The friendliness/service of the staff
   - e. The speed of service

4. Did your Server ask you if you were fully satisfied with your meal?
   - Yes
   - No

5. Please add any other comments or suggestions that you would like to make regarding your visit to Brewers Fayre:

(Section to be completed in block capitals by the customer)

Mr | Mrs | Miss | Ms | First name: ____________________________
Surname: ______________________________
Address: ______________________________
Town/city: _____________________________
County: ________________________________
Postcode: ____________
Telephone No.: _________________________
Number of children in your family under 14 years of age: ____________
Brewers Fayre where you obtained this card: ________________________
Date of visit: ____________ Time of visit: ____________
Signature: _____________________________

If you do not wish to receive details regarding Brewers Fayre pubs please tick ☐
about us

Firstly, how would you rate us on the following?
Service  
Freshness & quality of food  
Speed of service  
Quality of restaurant environment  
Choice and range of food  
Value  

Please list the products you have just bought

Are there other products which you would like to see here?

What could we do better for you next time?

Male: □ Female: □ Age: □

Please state day and time of your visit.

Are you travelling on business □ leisure □ other □

If other, please state

How many people were in your party today? □

How often have you visited this site over the past 12 months?
first time □ 2-10 times □ more than ten times □

How often have you used this restaurant over the last 12 months?
first time □ 2-10 times □ more than ten times □

Which one did you visit?

If you would like a response, please fill in your details
Name ................................................ Address ................................................ Postcode ................................................

Please note, should you have a serious complaint, please contact our Duty Manager to allow us to deal with the problem immediately.

thank you for talking to us
# Chewton Glen

## Service Evaluation

Please rate the following statements based on your experience by marking the appropriate box with a cross in blue or black ink.

<table>
<thead>
<tr>
<th>Expectations Exceeded</th>
<th>Expectations Met</th>
<th>Below Expectations</th>
<th>Not Applicable</th>
<th>Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome on arrival</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reception</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Porters</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedroom</td>
<td></td>
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<tr>
<td>Housekeeping</td>
<td></td>
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<tr>
<td>Health Club</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Bar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Farewell</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please rate our guest service:

<table>
<thead>
<tr>
<th>10 out of 10</th>
<th>5 out of 10</th>
<th>8 out of 10</th>
<th>7 or less out of 10</th>
</tr>
</thead>
</table>

How many nights did you stay with us?

<table>
<thead>
<tr>
<th>1 night</th>
<th>2 nights</th>
<th>3 nights</th>
<th>4 and over</th>
</tr>
</thead>
</table>

Which age group do you belong to?

<table>
<thead>
<tr>
<th>18 to 29 yrs</th>
<th>30 to 44 yrs</th>
<th>45 to 60 yrs</th>
<th>61 yrs and over</th>
</tr>
</thead>
</table>

What did you enjoy most about your stay?

What did you enjoy least about your stay?

Was there anything we didn’t provide that could have enhanced your stay?

To take part in our draw please complete the following details:

Name: ..................................................

Address: ...............................................

Post code: ......................................... Town: ..........................................

Country: ............................................

Telephone No: ......................................

Date of Birth: ......................................

E-mail Address: .....................................

Arrival Date: ......................................

Chewton Glen

BH25 6QS

SERIAL: 2360

RTO.
If any friends or relatives would benefit from receiving our brochures, please give
their details below, and we shall be delighted to send them information.

**HOTEL BROCHURE**

| Name: ............................................................... |
| Address: ........................................................................ |
| ........................................................................ | Town: ............................................................. |
| Post code: .............................................................. | Country: .................................................................. |
| Telephone No: .......................................................... | Email: ................................................................. |

We have a selection of Meeting Rooms able to accommodate up to 50 people for a
meeting. If you have a colleague who would benefit from this information please
complete the box below and we will forward a brochure.
We are also licensed for Civil Weddings

**MEETINGS AND BROCHURE**

<p>| Name: ............................................................... | Position: .......................................................... |
| Company: .................................................................... |
| Address: ........................................................................ |
| ........................................................................ | Town: ............................................................. |
| Post code: .............................................................. | Country: .................................................................. |
| Telephone No: .......................................................... | Email: ................................................................. |
| Meetings ☐ ................................................................ | Weddings ☐ ......................................................... |</p>
<table>
<thead>
<tr>
<th>Room Number (optional):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name/Address (optional):</td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
</tr>
</tbody>
</table>

Will you come back?: YES / NO

If you could change one aspect of the hotel, what would it be?:

One word to describe your stay:______

Thank you for your comments to complete your evaluation. If you could spare a couple of moments to contribute a couple of words to help us improve with good or bad, we would be delighted to have your feedback.

Our aim is to give you exceptional service. We appreciate your honesty.

---

**Please tick box in Reception**

- [ ] Value for Money
- [ ] The Service
- [ ] Overall how do you rate your room?
- [ ] What do you think of the price?
- [ ] How were your check-in?
- [ ] How was your check-out?
- [ ] What was your first impression on the hotel?
- [ ] What was your first reservation impression?

Please tick one of the following: Excellent, Very Good, Good, Average, Poor

---

**THE GLEN LUI HOTEL**

**The Glen Lui Hotel**

**Ballater Royal Deeside**

**ACCOMMODATION QUESTIONNAIRE**
“30 Seconds for your opinion”
Mark X in the appropriate oval.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of visit</td>
<td>Business</td>
<td>Pleasure</td>
</tr>
<tr>
<td>Length of stay</td>
<td>1 night</td>
<td>2 to 4 nights</td>
</tr>
<tr>
<td>How many nights have you spent in a hotel during past year?</td>
<td>1 - 10</td>
<td>11 - 25</td>
</tr>
</tbody>
</table>

Level of Satisfaction

<table>
<thead>
<tr>
<th>+</th>
<th>Low</th>
<th>Average</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort of bed and pillow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service received at check-in (friendly, efficient)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choice of in-room entertainment via TV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff responsiveness to your needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value received for price paid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Would you recommend this hotel to a friend/business associate</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Please share any additional comments:

Date: Room number: Please turn over

office use only
We are constantly striving to improve our service to customers. We would appreciate any comments or suggestions you could make to help us improve.

Cruise/Tour Name ........................................
Nationality ..................................................
How did you find out about us? ..........................
........................................................................
Is this your first visit with Jacobite – Experience Loch Ness? Yes ☐ No ☐

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finding Us</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of Audio</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Experience</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urquhart Castle*</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loch Ness 2000* * if included in tour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you have any suggestions that could help us improve our service? ..........................
........................................................................

Jacobite

FREEPOST NATN550

Inverness

IV3 5BR
How much fun did you have today?
Show us on The Jess Funometer.

1. How much fun was your Jacobite day?
   □ ☐ ☐ ☐ ☐ ☐ ☐ ☐

2. How much did you enjoy your Jess Goody Bag?
   □ ☐ ☐ ☐ ☐ ☐ ☐ ☐

3. Will you tell you friends about Jacobite?
   Yes ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
   No ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Make your Funometer Mark and then tell us anything you think we could do to make it more fun for you next time.
I'd have more fun next time if ________________

Jess loves all her young passengers and she's really pleased to hear what you have to say. Thanks for letting her know.

Give your form to a member of the crew to receive your free Jess badge!
Come and see Jacobite Jess at www.jacobite.co.uk
• We strive to bring the best quality of food and service, while acknowledging the fact that training our Food Creation and Service Staff is "A Journey not a destination". To that end we appreciate your observations on our ongoing progress.

• If you feel you can be more candid, by writing to us direct, we would like to give you the opportunity to respond to us directly either by Email to labonne@chardonleisure.clemon.co.uk

• or by snail mail to Customer Feedback, La Bonne Auberge, 4th Floor, Victoria Chambers, 142 West Nile Street, Glasgow, G1 2RQ.

• We welcome your comments, positive as well as negative, which are then passed to the individuals concerned, (everybody likes to know what they do right as well.)

• And for interesting ideas and comments, where possible, we will respond and reward with La Bonne Auberge gift vouchers.

• We have presented this card after your main course to allow you to take time to fill in the bits you would like to feedback at your leisure, or alternatively you can take it home and freepost it back to us.

Thank you for your continued custom, and your time.

Maurice V Taylor
Maurice V Taylor

THEATRELAND GLASGOW
DIAGONALLY OPPOSITE THE ROYAL CONCERT HALL ON WEST NILE STREET
07000 AUBERGE (282374)
We act on your feedback

Catering Areas Visited: ..........................................................
Date of visit: .................................................................
Time of visit: .................................................................
How often do you visit The Concert Hall: ............................

Please give your views on the following:

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of catering staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance of catering staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upkeep of catering areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficiency of catering staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of food / beverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your satisfaction of catering offer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you have any suggestions to help us improve our service?

........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

Name: .........................................................................................
Address: ......................................................................................
Telephone Number: .......................................................................
Our aim is to provide a quality service to our customers in a friendly hospitable and efficient manner.

We value our customers' opinions and would appreciate it if you could spare a couple of minutes to complete this short questionnaire.

Loch Ness Coffee Co
The White House, Drumnadrochit
Tel: 01456 459000

Please tick as appropriate

<table>
<thead>
<tr>
<th>Greeting</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu choice</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed of service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of food/drink</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friendliness/knowledge of staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Is there a dish/sandwich filling you would like to see included on our menu?

Is there one suggestion you could make to help us improve our service?

Would you return or recommend us to a friend?

Name/Address/Nationality:

Date of Visit:

If you would like more information about this area please can you leave your email address.

Thank you for your time.
Dear Customer

At Number 27 we are always trying to improve our service to you the customer. In order to help us, we would appreciate if you could you take a moment to complete the questionnaire overleaf.

Thank you.

Number 27, Castle Street, Inverness, IV2 3DU
Telephone/Fax: 01463 241999

Customer’s Name: ...........................................
Address: .......................................................
Date & Time Of Visit: ........................................
Who served you: .............................................
Comments/please tick appropriate box:

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Acceptable</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greeting/Acknowledgement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Menu Choice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed of Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of Food</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Friendliness of Staff</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Value for Money</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How often do you visit No.27?
- Daily []
- Weekly []
- Monthly []
- Infrequently []

Where did you hear about us?
- B&B []
- Work colleagues []
- Hostel []
- Friends []
- Walked in by chance []

Other Comments: ..........................................

Areas for improvement (specific comments): ..........................................

.
Date:

Room Number (optional):

Name/Address (optional):

Would you recommend us? Yes ( ) No ( )

Please indicate items below:

- Are there any suggestions which you could make to help improve our service to you? Please

THANK YOU!

(Handwritten text)

We would appreciate it if you could spare a couple of minutes to complete the following:

- Would you like the Brasserie to call you
- Would you like to recommend Brasserie to a friend

Our aim is to ensure our customers feel welcome and comfortable.

The Palace Hotel

Brasserie

BREAKFAST QUESTIONNAIRE

Please let us know what you think,
It will help us to serve you better.
The Palace Hotel

Our aim is to ensure our customers feel welcome and comfortable, through efficient and professional service. We would appreciate if you could spare a couple of minutes to complete the following:

THANK YOU!

Within the Brasserie how do you rate the following? (Tick as applicable)

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>V. Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Menu Choice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Table d’hote</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Choice of Wine</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Food Presentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f) Waiting Time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g) Value for Money</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Suggest a dish you would like to see on the menu?

Are there any suggestions which you could make to help us improve our service to you - Please indicate them below-

Would you recommend us? Yes ( ) No ( )

Are You -

<table>
<thead>
<tr>
<th>Living Locally</th>
<th>Visiting for Day</th>
<th>Resident</th>
</tr>
</thead>
</table>

Name/Address (optional):

Room Number (optional)

Date:
Con el fin de mejorar nuestro servicio al cliente le agradeceremos que nos dé su opinión y sugerencias sobre los siguientes servicios (teniendo siempre en cuenta la categoría del hotel).
Muchas gracias. La Dirección.

Um unseren Dienst am Kunden zu verbessern, bitten wir Sie freundlichst um Ihre Meinung. Bitte beantworten Sie uns die folgenden Fragen, wobei Sie die Hotelkategorie berücksichtigen mögen.
Vielen Dank. Die Hotelleitung.

In order to improve our service, we would appreciate your opinion and answers to the following questions.
(In accordance with the Hotel category.)
Thank you - The Hotel Management

Afin de pouvoir améliorer notre service au client, nous vous prions de bien vouloir donner votre opinion sur les questions suivantes, tout en considérant la catégorie de l'hôtel.
Merci bien - La Direction

Con l'obiettivo di migliorare i servizi che offriamo ai nostri Clienti, Vi preghiamo di darci la Vostra opinione in merito, considerandola categoria dell'albergo.
Molte grazie. La Direzione

Voor een nóg betere service, graag uw mening en antwoorden (rekening houdende met de hotelcategorie) op de volgende vragen.
Hartelijk dank - De Directie.

Por favor, déposite en el buzón a a salida del comedor.

Bitte in den Kasten am Ausgang des Speiseraumes werfen.

Put it into the box located at the exit of the dining room.

Déposez dans la boîte près de la sortie de la salle à manger.

Depositatelo nella cassetta all'uscita della sala ristorante, prego.

In de bus bij de uitgang van de eetzaal te deponeeren.
Your Server:

How well are we delivering on our promises to you of Terrific Food, At-Home Hospitality and Intensive Caring?

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Adequate</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtes: You were greeted with a friendly smile upon arrival, made to feel comfortable and treated with friendliness and respect throughout your stay.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance: Our staff and surroundings were immaculate and ready for your visit.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge: Our servers were skillful, professional and knowledgeable.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Quality: You were “Dazzled” by the quality, freshness and presentation of our Terrific Food.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Décor &amp; Atmosphere: You found the décor and atmosphere warm, inviting and comfortable.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value: You think we offer good value.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Have you dined with us before? No ☐ Yes ☐

Would you recommend us to friends? No ☐ Yes ☐

Overall, did you feel the restaurant delivered on our promise of Terrific Food, At-Home Hospitality & Intensive Caring? No ☐ Yes ☐

How often do you visit Swiss Chalet? Once or more a month ☐ Less often ☐ First time ever ☐

Additional comments: ____________________________________________________________

Name: ______________________ Phone: ______________________

Address: ______________________

City: ______________________ Prov: ______________________ Postal code: ______________________

Restaurant #: ______________________
