

Long Survey Example

My Property Survey

Optional

Name: _____

Address: _____

Phone: _____

Email: _____

1. Overall, how friendly were the hospitality property staff members?

Extremely friendly

Quite friendly

Moderately friendly

Slightly friendly

Not at all friendly

2. Overall, how polite were the hospitality property staff members?

Extremely polite

Quite polite

Moderately polite

Slightly polite

Not at all polite

3. Overall, how professional were the hospitality property staff members?

Extremely professional

Quite professional

Moderately professional

Slightly professional

Not at all professional

4. How quick was the check-in process?

Extremely quick

Quite quick

Moderately quick

Slightly quick

Not at all quick

5. How clean was your room upon arrival?

Extremely clean

Quite clean

Moderately clean

Slightly clean

Not at all clean

6. How well did the housekeeping staff clean your room?

Extremely well

Quite well

Moderately well

Slightly well

Not at all well

7. Overall, how well-equipped was your room?

Extremely well-equipped

Quite well-equipped

Moderately well-equipped

Slightly well-equipped

Not at all well-equipped

8. How helpful was the concierge/front desk/owner/manager throughout your stay?

Extremely helpful

Quite helpful

Moderately helpful

Slightly helpful

Not at all helpful

9. How comfortable were your bed linens?

Extremely comfortable

Quite comfortable

Moderately comfortable

Slightly comfortable

Not at all comfortable

10. Overall, how quickly did the hospitality property staff respond to your requests?

Extremely quickly

Quite quickly

Moderately quickly

Slightly quickly

Not at all quickly

11. How convenient were the hours of the food service options at our hospitality property?

Extremely convenient

Quite convenient

Moderately convenient

Slightly convenient

Not at all convenient

12. How delicious was the hospitality properties breakfast service?

Extremely delicious

Quite delicious

Moderately delicious

Slightly delicious

Not at all delicious

13. How pleased were you with the quality of the food offered at our hospitality property?

| | |
|--------------------|------------------|
| Extremely pleased | Quite pleased |
| Moderately pleased | Slightly pleased |
| Not at all pleased | |

14. How affordable was the hospitality property breakfast service?

| | |
|-----------------------|---------------------|
| Extremely affordable | Quite affordable |
| Moderately affordable | Slightly affordable |
| Not at all affordable | |

15. How affordable was your stay at our hospitality property?

| | |
|-----------------------|---------------------|
| Extremely affordable | Quite affordable |
| Moderately affordable | Slightly affordable |
| Not at all affordable | |

16. Overall, were you satisfied with our hospitality property, dissatisfied with our hospitality property, neither satisfied nor dissatisfied?

| | |
|------------------------------------|------------------------|
| Extremely satisfied | Somewhat dissatisfied |
| Quite satisfied | Quite dissatisfied |
| Somewhat satisfied | Extremely dissatisfied |
| Neither satisfied nor dissatisfied | |

17. How likely are you to stay at our hospitality property again?

| | |
|-------------------|-----------------|
| Extremely likely | Quite likely |
| Moderately likely | Slightly likely |
| Not at all likely | |

18. How likely is it that you would recommend our hospitality property to a friend or colleague?

| | | | | | | | | | |
|-------------------|---|---|---|---|---|---|---|------------------|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Not at all likely | | | | | | | | extremely likely | |

19. How likely are you to discourage others from staying at our hospitality property?

| | |
|-------------------|-----------------|
| Extremely likely | Quite likely |
| Moderately likely | Slightly likely |
| Not at all likely | |

20. Do you have any other comments, questions or concerns?
