

Quest - Guest Feedback

Quest Property: Palmerston North
Date of Stay: From: 19, 06, 09 To: 21, 06, 09
Apartment Number: S10

Contact details:

Name: Anthony Paaka
Po: _____
Em: em
Phc: _____

Was this your first stay at a Quest property? Yes No

Was this your first stay with the above Quest property?

Yes No

How did you learn about Quest?

Internet Travel Sites Travel Agent Friend
 Advertisement Editorial
 Other (please specify) _____

Purpose of your visit

Business Leisure Convention/Group
 Other (please specify) Wedding

How did you make your reservation?

Travel Agent Travel Site
 Company Travel Manager Direct with property
 Quest Central Reservations Quest Website

How would you rate the way your reservation was handled?

Excellent Good Fair Poor

How would you rate the staff's friendliness and knowledge?

Excellent Good Fair Poor

How would you rate the professionalism of the front desk staff?

Excellent Good Fair Poor

How would you rate the check-in process?

Excellent Good Fair Poor

How would you rate the staff's efficiency in handling any concerns/requests?

Excellent Good Fair Poor

Cleanliness of your apartment

Excellent Good Fair Poor

Guest supplies/amenities

Excellent Good Fair Poor

Spaciousness and comfort of your apartment

Excellent Good Fair Poor

Overall

Kitchen Excellent Good Fair Poor

Bathroom Excellent Good Fair Poor

Bedroom/
living room Excellent Good Fair Poor

How would you rate our guest services?

Breakfast Pack
 Excellent Good Fair Poor Did not use

Pantry Shopping
 Excellent Good Fair Poor Did not use

Restaurant Charge Back
 Excellent Good Fair Poor Did not use

Valet Dry Cleaning
 Excellent Good Fair Poor Did not use

Internet/Business Services
 Excellent Good Fair Poor Did not use

Was there an employee who made your stay more pleasurable?

Anand - thank you very much.

Would you stay with us again? Yes No

Would you recommend us to someone else? Yes No

Comments: _____

Is there anything we could have done to make your stay more enjoyable? NO.

Thanks to all the staff especially the receptionist, she is lovely!!

Are you a frequent flyer member?

Yes No If yes, which program?

Would you like us to add your details to our postal / email / SMS mailing list? Yes No

Moisten to seal