

# Quest - Guest Feedback

Quest Property: Palmerston North

Date of Stay: From: 20/6/09 To: 21/6/09

Apartment Number: 301

### Contact details:

Name: P. Brandon

Pos: \_\_\_\_\_

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) \_\_\_\_\_

### 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?

Would you stay with us again?  Yes  No

Would you recommend us to someone else?  Yes  No

Comments: Wonderful apartment

### Is there anything we could have done to make your stay more enjoyable?

No - was 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 scan