

Name

Gender

Male
 Female

Town/City

Age Group

Under 20
 20-29
 30-39
 40-49
 50-59
 60+

Mobile

General

How would you rate the overall quality of your stay in our hotel?

Delighted Satisfied Disappointed

Overall value for the price paid?

Delighted Satisfied Disappointed

How would you rate the level of customer care you received at ten hill place hotel?

Delighted Satisfied Disappointed

Would you return to us again?

Yes No

Would you recommend this hotel to someone else?

Yes No

Which best describes the primary purpose of your visit?

Leisure Business *If other please specify below*

Hotel Reservations

What influenced your stay with ten hill place hotel?

Recommendation Radio Previous Experience
 Newspaper Travel Agent Website

If others, please specify

How was your reservation made?

Directly with the hotel Travel Agent Internet

If others, please specify

Ease of reservation process:

Delighted Satisfied Disappointed

Accuracy of reservation:

Delighted Satisfied Disappointed

You could be a WINNER!

Submit this form

Please fill out the following e-form and return it to us via email, fax or post.

email: thpreception@rcsed.ac.uk
 fax: +44 (0)131 662 2082
 post: Hotel Manager, Ten Hill Place Hotel,
 10 Hill Place, Edinburgh, EH8 9DS

Instructions:

Register your responses then click 'Submit this form'

Reception & Services

Please comment on the quality of the service that you experienced in each of the following areas:

	Delighted	Satisfied	Disappointed
Front Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Switchboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments if any

Guest Rooms

	Delighted	Satisfied	Disappointed
Bedroom Features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedroom Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom Features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room Amenities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments, if any

Everything in your room was in working order:

Yes No

If No, please specify

Would you like any changes in your room?

Yes No

If Yes, please specify

Public Areas

Please comment on the overall appearance of our hotel's public areas:

	Delighted	Satisfied	Disappointed
Lobby	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corridors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other suggestions or comments?

"Service Excellence" Employee Appreciation Programme

If you have found a member of our staff to be particularly helpful to you during your stay please recommend them for our Service Excellence Programme.

Employee's name
 Department

Reason for nomination

	Delighted	Satisfied	Disappointed
General staff attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bars & Restaurant

Please comment on the quality of food, beverage and level of service in our bar, restaurant and room service:

	Delighted	Satisfied	Disappointed
Breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments, if any

Bar Snacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments, if any

Bar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments, if any

Room Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wine Menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments, if any