

THE CUSTOMER AS A CONSULTANT

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

**Compiled by: John Burchell
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Sept 2003

THE CUSTOMER AS A CONSULTANT

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

Compiled by
John B. Baskett
Business Excellence Consultants
Inc.

1992 10-10-92
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1000 0000

*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. Nicola Antliff

Banff Springs Hotel

*"Arrive as a Guest
return as a friend"*

Residents Questionnaire

*Thank you so much for your
custom*

*Please comment on the staff who you
encountered during your stay*

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

And feel free to comment further

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

Will You return Y / N

Many Thanks. Mrs Nicola Antliff

Banff Springs Hotel

Guest Questionnaire

Restaurant & Brasserie

*Thank you so much for your
Custom*

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.

How did you find the BELHAVEN	Tourist info.		Yellow pages		Recommended	other
When you made your booking was all Information given satisfactorily	5	4	3	2	1	
What kind of reception did you Receive on arrival	5	4	3	2	1	
Was everything in your room up To the standard expected	5	4	3	2	1	
Did you find the dining room pleasant And that food was served to you Satisfaction	5	4	3	2	1	
How did you find the atmosphere of the Hotel	5	4	3	2	1	
Did you find check out times and Procedures acceptable	5	4	3	2	1	

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

1. The first part of the paper is devoted to the study of the properties of the function $f(x)$ defined by the equation

$$f(x) = \frac{1}{2} \left(f\left(\frac{x}{2}\right) + f\left(\frac{x+1}{2}\right) \right)$$

where $f(0) = 0$ and $f(1) = 1$.

It is easy to see that $f(x)$ is a continuous function on the interval $[0, 1]$.

Let us denote by $F(x)$ the function defined by the equation

$$F(x) = \frac{1}{2} \left(F\left(\frac{x}{2}\right) + F\left(\frac{x+1}{2}\right) \right)$$

where $F(0) = 0$ and $F(1) = 1$.

It is easy to see that $F(x)$ is a continuous function on the interval $[0, 1]$.

Let us denote by $G(x)$ the function defined by the equation

$$G(x) = \frac{1}{2} \left(G\left(\frac{x}{2}\right) + G\left(\frac{x+1}{2}\right) \right)$$

where $G(0) = 0$ and $G(1) = 1$.

It is easy to see that $G(x)$ is a continuous function on the interval $[0, 1]$.

Let us denote by $H(x)$ the function defined by the equation

$$H(x) = \frac{1}{2} \left(H\left(\frac{x}{2}\right) + H\left(\frac{x+1}{2}\right) \right)$$

where $H(0) = 0$ and $H(1) = 1$.

It is easy to see that $H(x)$ is a continuous function on the interval $[0, 1]$.

Let us denote by $I(x)$ the function defined by the equation

$$I(x) = \frac{1}{2} \left(I\left(\frac{x}{2}\right) + I\left(\frac{x+1}{2}\right) \right)$$

where $I(0) = 0$ and $I(1) = 1$.

It is easy to see that $I(x)$ is a continuous function on the interval $[0, 1]$.

Let us denote by $J(x)$ the function defined by the equation

$$J(x) = \frac{1}{2} \left(J\left(\frac{x}{2}\right) + J\left(\frac{x+1}{2}\right) \right)$$

where $J(0) = 0$ and $J(1) = 1$.

It is easy to see that $J(x)$ is a continuous function on the interval $[0, 1]$.

3

1/3
4
14/19



help us be the best



RESPONSE SERVICE
LICENCE NO. SCO6937

211

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: EXCELLENT V. GOOD GOOD SATISFACTORY POOR

How well was your reservation taken? ☐ ☐ ☐ ☐

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? YES ☐ NO ☐

Where did you eat? BAR ☐ RESTAURANT ☐

DINING: EXCELLENT V. GOOD GOOD SATISFACTORY POOR

What was your first impression? ☐ ☐ ☐ ☐

How did you rate the service you received? ☐ ☐ ☐ ☐

How was the presentation of your meal? ☐ ☐ ☐ ☐

How was the speed of service? ☐ ☐ ☐ ☐

Did you enjoy your meal? ☐ ☐ ☐ ☐

What did you think of the wine list? ☐ ☐ ☐ ☐

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
☐ ☐ ☐ ☐

Which time of year are you more likely to come for a break? AUTUMN WINTER SPRING
☐ ☐ ☐

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 ☐



1/3
4
15/19

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



PLEASE HAND
YOUR COMPLETED
QUESTIONNAIRE TO A
MEMBER OF STAFF
OR PUT IT INTO
ONE OF OUR
CUSTOMER
FEEDBACK BOXES.



cheers to
Being the Best

COMPLETE THIS QUESTIONNAIRE AND
YOU COULD WIN A BOTTLE OF
MALT WHISKY



Thank you

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.

PLEASE TICK THE APPROPRIATE CIRCLE:

	EXCELLENT	V. GOOD	GOOD	SATISFACTORY	POOR
What was your first impression?	☐	☐	☐	☐	☐
How well were you welcomed?	☐	☐	☐	☐	☐
How did you rate the presentation of your meal?	☐	☐	☐	☐	☐
Did you enjoy your meal?	☐	☐	☐	☐	☐
How did you rate the quality of service?	☐	☐	☐	☐	☐
How was the speed of service?	☐	☐	☐	☐	☐
How did you rate the wine list?	☐	☐	☐	☐	☐

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

Name &
Address

Date & time
of visit:

Thank you

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.

PLEASE TICK THE APPROPRIATE CIRCLE:

	EXCELLENT	V. GOOD	GOOD	SATISFACTORY	POOR
What was your first impression?	☐	☐	☐	☐	☐
How well were you welcomed?	☐	☐	☐	☐	☐
How did you rate the bar staff?	☐	☐	☐	☐	☐
How did you rate the cleanliness of the bar?	☐	☐	☐	☐	☐
How was the service you received?	☐	☐	☐	☐	☐

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

Name:

Telephone:

Date & time
of visit:



The
Family Welcome

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 fortnight
☐ Once a month ☐ Once every 3 months ☐ Less often

Would you visit again? Yes ☐ No ☐

If not why not? _____

Which of the following best describes the reason for your visit?

- ☐ Special Occasion ☐ Business ☐ Family meal ☐ Casual

2. 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 | 5 | 4 | 3 | 2 | 1 |
| b. The quality of the food | 5 | 4 | 3 | 2 | 1 |
| c. The value for money | 5 | 4 | 3 | 2 | 1 |
| d. The friendliness/service of the staff | 5 | 4 | 3 | 2 | 1 |
| e. The speed of service | 5 | 4 | 3 | 2 | 1 |

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: _____

Your signature: _____

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

HOUSE STAMP

**BURGER
KING**

tell **us** what
you think

about us . . .

Firstly, how would you rate us on the following?

	Good	Average	Poor
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: ☐

about you . . .

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

5

1/3
4
p7/19

tell
us
what
you
think

**BURGER
KING**

CUSTOMER COMMENT CARD

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 ☒

	Expectations Exceeded	Expectations Met	Below Expectations	Not Applicable	Please Comment
Welcome on arrival	☐	☐	☐	☐	
Reception	☐	☐	☐	☐	
Porters	☐	☐	☐	☐	
Bedroom	☐	☐	☐	☐	
Housekeeping	☐	☐	☐	☐	
Health Club	☐	☐	☐	☐	
Bar	☐	☐	☐	☐	
Restaurant	☐	☐	☐	☐	
Lounge	☐	☐	☐	☐	
Farewell	☐	☐	☐	☐	

	10 out of 10	9 out of 10	8 out of 10	7 or less out of 10
Please rate our guest service	☐	☐	☐	☐

	1 night	2 nights	3 nights	4 and over
How many nights did you stay with us?	☐	☐	☐	☐

	18 to 29 yrs	30 to 44 yrs	45 to 60 yrs	61 yrs and over
Which age group do you belong to?	☐	☐	☐	☐

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:

Town:

Post code: Country:

Telephone No:

Date of Birth:

E-mail Address:

Arrival Date:

P.T.O.

Chewton Glen
BH25 6QS

SERIAL : 2260



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

Name:	Position:
Company:	
Address:	
.....	Town:
Post code:	Country:
Telephone No:	Email:
Meetings ☐	Weddings ☐

7 1/3
4
6 1/2

Please Tick Box:	Excellent	V.Good	Good	Average	Average	(2)
How was your reservation taken?						
What was your first impression on the hotel?						
How was your check-in?						
What do you think of your room?						
Overall how do you rate the service?						
Value for Money?						

Room Number (optional):

Name/Address (optional):

Comments:

Will you come back : YES / NO

One word to describe your stay :

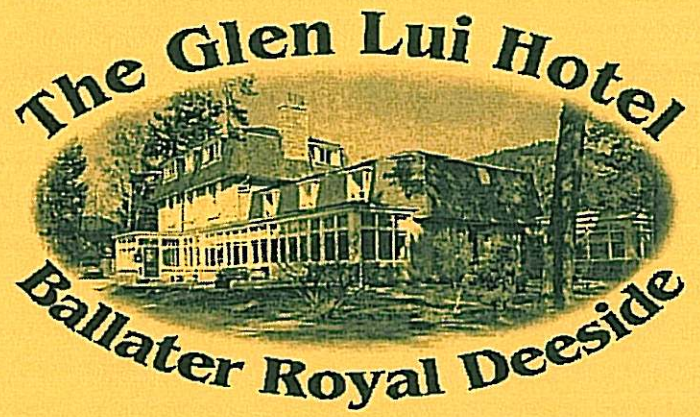
If you could change one aspect of the hotel, what would it be :

Our aim is to give you exceptional service coupled with good value. We would appreciate if you could spare a couple of moments to complete the following. Please post into key box in Reception.

Thank You!



THE GLEN LUI HOTEL



ACCOMMODATION QUESTIONNAIRE

6/10/98
+
8

This service is provided by Customer Survey Technologies
for and on behalf of Bass Hotels & Resorts - Europe, Middle East and Africa.
(ENG 10/98)

Address:

Name:

Date:

Please be aware that if you choose to complete the details below your name and address may be stored in a database held by CST Europe Ltd. exclusively for the purpose of tracking the responses of our Guest Satisfaction Tracking System. If you choose to complete the details below, this will be considered as an explicit authorisation from you that such information may be stored for the purposes indicated.

“30 Seconds for your
opinion”


EXPRESS®

5 7

Mark X in the appropriate oval (X)

Gender: ☐ Male ☐ Female

Purpose of visit: ☐ Business ☐ Pleasure ☐ Conference ☐ Group

Length of stay: ☐ 1 night ☐ 2 to 4 nights ☐ 5 or more nights

How many nights have you spent in a hotel over the past year? ☐ 1 - 10 ☐ 11 - 25 ☐ 26 - 50 ☐ 50 +

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

Please share any additional comments:

office use only

Date: Room number: Please turn over →

+



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 ☐

	Excellent	Good	Fair	Poor
Booking	☐	☐	☐	☐
Finding Us	☐	☐	☐	☐
Cleanliness	☐	☐	☐	☐
Quality of Audio	☐	☐	☐	☐
Overall Experience	☐	☐	☐	☐
Urquhart Castle*	☐	☐	☐	☐
Loch Ness 2000*	☐	☐	☐	☐

* if included in tour

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

.....

.....

.....

.....

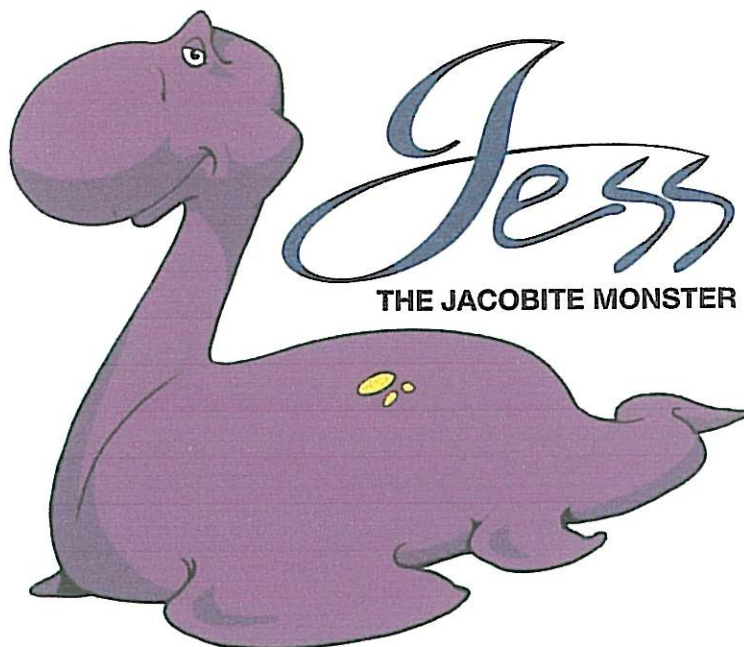
Jacobite

FREEPOST NATN550

Inverness

IV3 5BR

1972
 1973
 1974
 1975



“funometer”

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



LA BONNE
AUBERGE

YOUR COMMENTS

211

La Bonne Auberge Franchising
FREEPOST SCO4069
GLASGOW
G1 2BR

- 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.demon.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)

	Exel	Good	Average	Poor
Food:				
Quality	☐	☐	☐	☐
Presentation	☐	☐	☐	☐
Value for money	☐	☐	☐	☐
Service:				
Friendliness	☐	☐	☐	☐
Knowledge	☐	☐	☐	☐
Speed	☐	☐	☐	☐
Attentiveness to detail	☐	☐	☐	☐

Any other comments.....

Are you: (please tick)

Working in the area ☐ Company? _____

Going to the theatre ☐ Which? _____

Passing ☐

Pre booked ☐

Shopping ☐ Where? _____

Where did you hear of La Bonne Auberge

Which other Restaurants do you frequent

If you would like to be kept up to date with our promotions and events

E-Mail.....

Name.....

Address.....

Date.....

Tel Home.....Business.....

Fax.....

Are there any events or special evenings you would like us to run for you



LETHEBY & CHRISTOPHER
CATERING MADE SPECIAL

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:

	Excellent	Good	Fair	Poor
Helpfulness of catering staff	☐	☐	☐	☐
Appearance of catering staff	☐	☐	☐	☐
Upkeep of catering areas	☐	☐	☐	☐
Efficiency of catering staff	☐	☐	☐	☐
Quality of food / beverage	☐	☐	☐	☐
Your satisfaction of catering offer	☐	☐	☐	☐

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

	Excellent	Good	Fair	Poor
Greeting				
Menu choice				
Speed of service				
Quality of food/drink				
Friendliness/knowledge of staff				
Cleanliness				

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



**Customer
Comment Card**

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 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:

	Excellent	Acceptable	Poor
Greetings/Acknowledgement	☐	☐	☐
Menu Choice	☐	☐	☐
Speed of Service	☐	☐	☐
Quality of Food	☐	☐	☐
Friendliness of Staff	☐	☐	☐
Value for Money	☐	☐	☐
Cleanliness	☐	☐	☐

How often do you visit No.27?

Daily ☐ Weekly ☐ Monthly ☐ Infrequently ☐

Where did you hear about us?

B&B ☐ Work colleagues ☐

Hotel ☐ Friends ☐ Walked in by chance ☐

Other Comments:

Areas for improvement (specific comments):

- (Tick as applicable)
- a) Your Welcome
 - b) Breakfast Buffet
 - c) Food Presentation
 - d) Breakfast Quality
 - e) Service
 - f) Waiting Time

Excellent V. Good Good Average Poor

Within the Brasserie how do you rate the following?

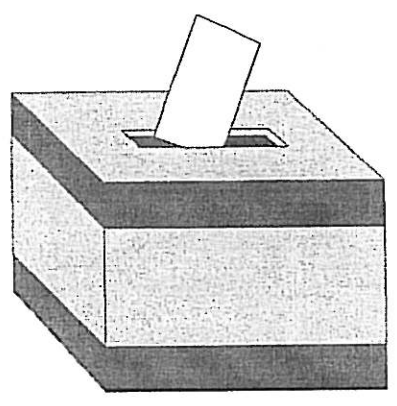
Our aim is to ensure our customers feel
welcome and comfortable,
through efficient and professional service.
We would appreciate if you
could spare a couple of minutes to complete the
following:

THANK YOU!

The Palace Hotel



BREAKFAST QUESTIONNAIRE



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

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 ()

Name/Address (optional):

Room Number (optional)

Date:

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)

	Excellent	V. Good	Good	Average	Poor
a) Menu Choice					
b) Table d'hôte					
c) Choice of Wine					
d) Food Presentation					
e) Service					
f) Waiting Time					
g) Value for Money					

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 -

Living Locally	Visiting for Day	Resident

Name/Address (optional):

Room Number (optional):

Date:



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4
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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, deposítelo en el buzón a la salida del comedor.

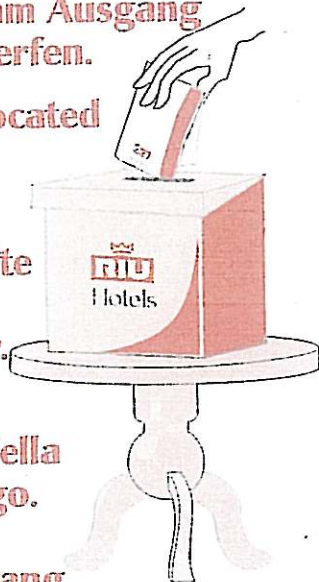
Bitte in den Kasten am Ausgang des Speiseraumes werfen.

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 deponeren.



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MUY BIEN
SEHR GUT
VERY GOOD
TRÈS BIEN
OTTIMO
ZEER GOEDBIEN
GUT
GOOD
BIEN
BUONO
GOEDMAL
SCHLECHT
BAD
MAU
SLECHT

22

Limpieza habitación
Zimmerreinigung
Room cleaning
Ménage chambre
Pulizia delle camera / Reiniging kamer
Sugerencias/Vorschläge/Suggestions



Servicio comedor
Bedienung im Restaurant
Dining room service
Service restaurant / Servizio della sala da pranzo
Sugerencias/Vorschläge/Suggestions



Servicio bar
Bedienung in der Bar
Bar service / Servizio bar
Sugerencias/Vorschläge/Suggestions



Cocina / Küche
Meals / Cuisine
Cucina / Keuken
Sugerencias/Vorschläge/Suggestions



Recepción / Rezeption
Ricezione / Receptie



Sugerencias/Vorschläge/Suggestions

Otros servicios
Allgemeine Leistungen
Other services
Autres services / Altri servizi / Algemene diensten
Sugerencias/Vorschläge/Suggestions



100

100

100

100

100

100

Your Server: _____

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

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

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 ☐

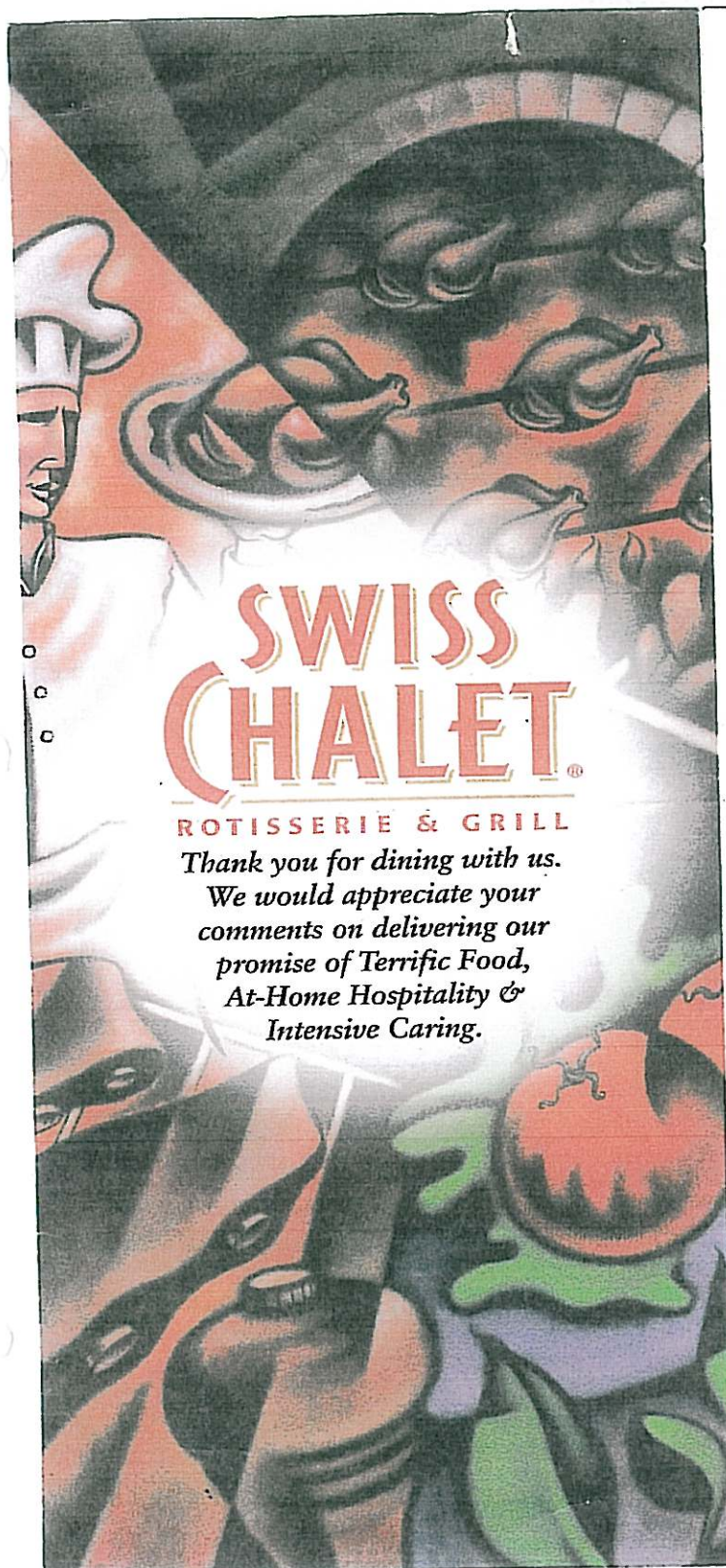
Additional comments: _____

Name: _____ Phone: _____

Address: _____

City: _____ Prov: _____ Postal code: _____

Restaurant #: _____





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