

Service Quality Survey for Hotel Guest Experience

Our **service quality survey** is designed to gather valuable feedback from hotel guests, ensuring an exceptional stay. By evaluating key aspects of the guest experience, we aim to continuously improve our services. Your insights help us maintain high standards and exceed expectations.

1. Arrival & Check-in

How satisfied were you with the check-in experience?

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

2. Room Cleanliness & Comfort

Rate the cleanliness and comfort of your room:

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very Poor

3. Staff Service

How would you rate the friendliness and helpfulness of our staff?

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very Poor

4. Facilities & Amenities

How satisfied were you with the hotel's facilities and amenities (pool, gym, restaurants, etc.)?

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

5. Additional Comments

Please share any additional comments or suggestions:

Submit Survey