

# Hotel Guest Satisfaction Survey Questions for Luxury Hotels

Conducting a **hotel guest satisfaction survey** for luxury hotels is essential to understand and enhance the guest experience. These surveys focus on service quality, amenities, and overall comfort to identify areas for improvement. Gathering detailed feedback helps luxury hotels maintain their high standards and exceed guest expectations consistently.

## Sample Survey Questions

Overall Experience

1. How would you rate your overall stay at our hotel?  

Excellent

Good

Average

Poor

Service Quality

2. How satisfied were you with the professionalism and friendliness of our staff?  

Very satisfied

Satisfied

Neutral

Dissatisfied

Room Quality

3. How would you rate the comfort and cleanliness of your room?  

Excellent

Good

Average

Poor

Amenities

4. Were you satisfied with the amenities provided (spa, pool, gym, restaurants, etc.)?  

Very satisfied

Satisfied

Neutral

Dissatisfied

Dining Experience

5. How would you rate your dining experience at our hotel?  

Excellent

Good

Average

Poor

Suggestions & Comments

6. Please share any suggestions or feedback to help us improve your future stays:

Submit Survey