

Hotel feedback form

Answers

1.

Sample answers:

Nama: Peter Smith

Nomor Kamar: 205

Jenis Kelamin: Pria Wanita

Umur: 10-17 18-24 25-34 35-44 45-54 55-64 65+

Tanggal Penginapan: dari 09.05.2009 sampai 11.05.2009

Kualitas Pelayanan:

	Sangat Bagus	Bagus	Kurang Bagus	Tidak Bagus
Kamar	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makan Pagi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pelayanan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Komentar:

Kamarnya bagus. Makan pagi enak sekali. Pelayanan sangat profesional.

Note: Your answers may be different from those given above as feedback is a matter of personal choice.

2.

Sample answers:

- The hotel wants to know if you enjoyed your stay and if their service was good. They would also like to know if you would come back or even recommend them to others.
- Yes, maybe. If I was either really happy and satisfied with the service or if I was very annoyed about something in the hotel and would like to let the management know, I would fill out a form.
- I would use polite language and explain my complaints well so that they could understand what was wrong and be willing to make adjustments.
- I think the hotel collects and analyses them. If a number of guests complain about the same thing, I imagine the hotel management would quickly make changes.