

# Hotel feedback form

In Australia and around the world, hotel guests are given the opportunity to give their opinion about the hotel and the service it provides by completing a feedback form.

## Exercises



1. Imagine you are Peter or Anna. Complete this hotel feedback form for their Jakarta hotel.

**Hotel Jayakarta**  
**Jl. Sudirman No. 125**  
**Jakarta 11610**  
**Telp: 01 54 44 11 44 45**

Terima kasih atas kunjungan Anda di Hotel Jayakarta. Kami sangat menghargai pendapat Anda tentang pelayanan kami. Kami mohon Anda mengisi formulir ini supaya kami dapat selalu melayani Anda dengan kualitas pelayanan yang tinggi.

Nama: \_\_\_\_\_

Nomor Kamar: \_\_\_\_\_

Jenis Kelamin:    Pria     Wanita

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

Tanggal Penginapan: dari \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ sampai \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_

Kualitas Pelayanan:

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

Komentar:

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2. Think about what you wrote on the feedback form. Answer the following questions in English.

a) What is the purpose of a feedback form?

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b) Would you fill in a feedback form at a hotel? Why (not)?

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c) What kind of language would you use?

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d) What do you think happens to information acquired through feedback forms?

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