

Appendix

Table 1. Questionnaire of customers. Source: based on SERQUAL method

Assessed factors / quality criteria	score						
Tangibles	1	2	3	4	5	6	7
1. availability in the apartments of a kitchen equipment (salt,pepper....)							
2. apartment interior							
3.availability of luggage storage after check out or before check in							
4. availability of a map in the office, business cards							
Reliability	1	2	3	4	5	6	7
5. A simple and easy way to get to the key collection point							
6. Accessible and clear information about apartment							
7.The quality of the apartments corresponds to the established star rating on the site							
8. There is a sense of reliability and security.							
9. Convenient working hours for all accommodation services							
Assurance	1	2	3	4	5	6	7
10 Accommodation staff inspires confidence							
11.Accommodation staff polite							
12. The staff has sufficient knowledge to answer guest questions							
13.Service without delay							
Responsiveness	1	2	3	4	5	6	7
14.The hotel offers a variety of services.							
15.The interests of hotel guests are in the first place							
16.Good location							
17.Staff knowledge of the exact time when the service should be provided							
Empathy	1	2	3	4	5	6	7
18. Individual attention is provided to each guest.							
19..There is an understanding of the specific interests of the guests							
20.Fulfillment of requests upon request.							
21.Staff interest in the problems of hotel guests							
22.Employees provide information support to customers.							