

Guest's stay evaluation

Dear guest, please be so kind to grade the most important and decisive moments, while choosing our hotel after the Covid – 19 pandemic .

1. – not important
2. – relatively important
3. – important
4. – very important
5. – crucial

a) Security of the guests

2

b) Previous impression about the hotel, level of services

3

c) Location

5

d) Marketing strategies, special offers

1

e) Preventive measures upheld at the hotel, during the pandemic

5

f) Price

5

g) Customer service level

4

h) Other _____

Also, could you please evaluate the current level of provided services by different departments of the hotel in comparison to what it used to be before the Covid – 19 pandemic.

1. – much worse than before
2. – a little worse than before
3. – stayed at the same level
4. – a little better than before
5. – much better than before

a) Front office (reception)

3

b) Housekeeping

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c) Restaurant (breakfast)

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d) Reservation department

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