

Alvin is filling in the questionnaire in a hotel lobby.

Happy Lodger Hotel

Dear Guest,

Thank you for providing valuable feedback on your hotel experience.

Name of guest: Alvin Lee Contact number: 5321 6987

Date of visit: from 18th Oct to 22nd Oct

Hotel Services	(please circle: 5-excellent...1-poor)				
Check-in experience	5	4	3	2	1
Staff expertise	5	4	3	2	1
Staff helpfulness	5	4	3	2	1
Timing of services	5	4	3	2	1

Hotel Environment					
Decoration & Lighting	5	4	3	2	1
Music & Entertainment	5	4	3	2	1
Cleanliness	5	4	3	2	1

Would you return to our hotel for a stay? Yes NO

Would you recommend our hotel to others? Yes NO

What things would you like to see an improvement on? Faster housekeeping services, more variety at the breakfast buffet.

1. Circle the rating standard of the questionnaire.
2. Underline the sub-headings of the questionnaire.

Date:

A Choose the best answer by blackening the circle.



1. How many nights did Alvin stay at the hotel?

- A. two
- B. three
- C. four
- D. five



2. How did Alvin feel about the hotel room?

- A. 'I love the comfortable atmosphere.'
- B. 'There are few choices of music.'
- C. 'The lighting is too dim. I can't see a thing.'
- D. 'The size of the room is too small.'

3. Which of the following about the hotel is **TRUE**?

- A. The guest filled in the questionnaire on 18th October.
- B. The guest does not plan to come back to the hotel.
- C. Staff at the hotel is slow at getting things done.
- D. The hotel serves a dinner buffet.



Check the marks given by the guest carefully.

B Answer the questions in complete sentences.

4. On which day did the guest have a check-in experience?

5. What did the guest think about the breakfast buffet?

C Answer the questions in short.

6. Alvin thought the choices of TV programmes and games were enough. Which category in the questionnaire showed his comment?

7. Overall, was Alvin satisfied with Happy Lodger Hotel?
