

HOSPITALITY CUSTOMER FEEDBACK – FOLLOWING HOTEL STAY

A business operating a hotel would likely want to ask its guests questions that help improve their experience, understand their preferences, and gather feedback for future enhancements.

Here are some burning questions a business might ask its hotel guests:

1. Overall Satisfaction:

How would you rate your overall experience during your stay?

2. Room Comfort:

Did you find your room comfortable? Is there anything specific you liked or disliked about it?

3. Cleanliness:

How would you rate the cleanliness of your room and the hotel facilities?

4. Staff Interaction:

Were the staff members friendly and helpful during your stay?

5. Check-In/Check-Out Process:

How smooth was the check-in and check-out process for you?

6. Amenities:

Did you find the amenities provided satisfactory? Are there any additional amenities you would have liked to see?

7. Location:

How convenient was the location of the hotel for your needs?

8. Value for Money:

Do you feel that the price you paid for your stay was justified by the experience you received?

9. Food and Beverage:

How would you rate the quality of the food and beverage options available at the hotel?

10. Noise Level:

Were you disturbed by any noise during your stay?

11. Internet and Connectivity:

How was the quality of the Wi-Fi and other connectivity options provided by the hotel?

12. Safety and Security:

Did you feel safe and secure during your stay at the hotel?

13. Future Recommendations:

Based on your experience, would you recommend this hotel to others? If not, what improvements would you suggest?

15. Additional Comments:

Is there anything else you would like to share about your stay or any specific areas you think the hotel could improve upon?

By asking these questions, a business can gain valuable insights into the guest experience and areas where they can make improvements to enhance customer satisfaction and loyalty.