# GUEST COMMENT CARD

Please check the box with the corresponding number .
One is poor and five is excellent.

## ARRIVAL

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Welcome received upon arrival | ☐ | ☐ | ☐ | ☐ | ☐ |
| Accuracy of reservation | ☐ | ☐ | ☐ | ☐ | ☐ |
| Speed of check-in | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## ROOM

| | | | | | |
|---|---|---|---|---|---|
| Cleanliness | ☐ | ☐ | ☐ | ☐ | ☐ |
| Comfort & layout | ☐ | ☐ | ☐ | ☐ | ☐ |
| Maintenance & condition | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## POOL & FITNESS FACILITIES

| | | | | | |
|---|---|---|---|---|---|
| Cleanliness | ☐ | ☐ | ☐ | ☐ | ☐ |
| Comfort & layout | ☐ | ☐ | ☐ | ☐ | ☐ |
| Selection of equipment | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## FOOD & BEVERAGE SERVICES

☐ Restaurant ☐ Lounge ☐ Room Service

☐ Restaurant ☐ Lounge ☐ Room Service ☐ Other

| | | | | | |
|---|---|---|---|---|---|
| Quality of food & beverage | ☐ | ☐ | ☐ | ☐ | ☐ |
| Quality of service | ☐ | ☐ | ☐ | ☐ | ☐ |
| Variety of menu items | ☐ | ☐ | ☐ | ☐ | ☐ |
| Timeliness of delivery | ☐ | ☐ | ☐ | ☐ | ☐ |
| Value for money spent | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## MEETING ROOM FACILITIES

| | | | | | |
|---|---|---|---|---|---|
| Comfort & layout of the room | ☐ | ☐ | ☐ | ☐ | ☐ |
| Quality of service | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## OTHER SERVICES

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Delivery of messages, mail & faxes | ☐ | ☐ | ☐ | ☐ | ☐ |
| Timeliness of wake up calls | ☐ | ☐ | ☐ | ☐ | ☐ |
| Telephone services | ☐ | ☐ | ☐ | ☐ | ☐ |
| Response time to your request | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## YOUR DEPARTURE

| | | | | | |
|---|---|---|---|---|---|
| Accuracy of your bill | ☐ | ☐ | ☐ | ☐ | ☐ |
| Speed of check out | ☐ | ☐ | ☐ | ☐ | ☐ |
| Did our employees thank you and ask you to return? | ☐ | ☐ | ☐ | ☐ | ☐ |

Comments:

## OUR EMPLOYEES

| | | | | | |
|---|---|---|---|---|---|
| Were warm, friendly & responsive to your needs | ☐ | ☐ | ☐ | ☐ | ☐ |
| Were helpful & knowledgeable to your questions | ☐ | ☐ | ☐ | ☐ | ☐ |
| Made the difference to make your stay enjoyable | ☐ | ☐ | ☐ | ☐ | ☐ |

Please provide the name of any employee(s) who went the "extra mile"

Employee(s) Name and Department:

Comments:

## YOUR OVERALL EXPERIENCE

| | | | | | |
|---|---|---|---|---|---|
| Overall cleanliness of hotel | ☐ | ☐ | ☐ | ☐ | ☐ |
| Overall condition of hotel | ☐ | ☐ | ☐ | ☐ | ☐ |

How did our hotel meet your expectations?

☐ Did not meet ☐ Met ☐ Exceeded

Comments:

## BASED ON THIS EXPERIENCE, WOULD YOU RECOMMEND OR RETURN TO THIS HOTEL?

☐ No ☐ Probably ☐ Definitely

Comments:

## HOW DID YOU HEAR ABOUT US?

☐ Friend ☐ Corporate Policy ☐ Advertising

☐ Travel Agent ☐ Other

## PRIMARY REASON FOR SELECTING THE INTERNATIONAL HOTEL SUITES CALGA RY

☐ Location ☐ Comfort ☐ Value for price ☐ Other

## MAY WE CONTACT YOU?

Please leave your name, address, daytime telephone number or email address if you would prefer us to respond to your comments.

Room number

Name

Company

Address

Postal / Zip code

Daytime telephone number

Email

## ADDITIONAL COMMENTS