



CUSTOMER SATISFACTION QUESTIONNAIRE

Name: _____ Date: _____

Address: _____

Email: _____

Please confirm that you are happy to be contacted by email or post with news of special offers and availability : YES / NO (Delete as appropriate)

Property Name: _____ Date Visited: _____

Number of Adults: _____ 25-35 36-45 46-55 55+

Number of Children: _____ 0-5 6-10 11-16 16+

Did you bring a pet ? _____ yes no

We hope you have enjoyed your holiday, please could you spare a few minutes to complete this questionnaire, your opinions are important to us and will enable us to improve our services.

Please tick **one** of the boxes below :

OUR SERVICES TO YOU . . .

Our booking efficiency: Excellent Good Fair Poor

Knowledge of properties: Excellent Good Fair Poor

Knowledge of area: Excellent Good Fair Poor

Helpfulness: Excellent Good Fair Poor

How easy was our website to use: Excellent Good Fair Poor

Is the property description accurate: Excellent Good Fair Poor

Were the directions to the property accurate: Excellent Good Fair Poor

HOLIDAY ACCOMMODATION . . .

Your overall opinion of the accommodation: Excellent Good Fair Poor

Standard of cleanliness of property on arrival: Excellent Good Fair Poor

Standard of furnishings at the property: Excellent Good Fair Poor

The level of equipment provided: Excellent Good Fair Poor

The helpfulness of the owner/caretaker: Excellent Good Fair Poor

PTO

WHEN BOOKING A HOLIDAY, HOW IMPORTANT ARE THE FOLLOWING :

- Value for money of your accommodation: Very Fairly Not really
- The location of the property: Very Fairly Not really
- The cost of your holiday: Very Fairly Not really
- The facilities at the property: Very Fairly Not really

Finally

- Was this your main holiday this year: Yes No
- Is this your first holiday with us: Yes No
- Would you book another holiday with us: Yes No
- Would you recommend a friend to stay here ? Yes No

Have you walked the permissive footpaths on the farm Yes No

Please list the birds/wildlife you have seen on the farm.

Any suggestions comments:

Signature: _____

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Thank you for taking the time to complete this questionnaire, any comments you have made will be given consideration. This is for research purposes only and we regret no correspondence will be entered into. Please leave completed questionnaire in the property for the owner to collect.

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