

## How was your reservation made?

- Central Reservations number  
 Corporate/Travel Agent  
 Holiday Inn website  
 Other website  
Please specify \_\_\_\_\_

- Direct with hotel  
 Airline  
 Group Reservation  
 Other methods  
Please specify \_\_\_\_\_

Was the information concerning your reservation correct?

Yes  No

How did your check-in experience with us compare with your best check-in experience?

Great.

What would you like to see changed to have a better arrival experience? \_\_\_\_\_

## During your visit

Was your room clean and well maintained?

Yes  No

Was the overall hotel clean and well maintained?

Yes  No

How would you rate the quality and condition of your hotel facilities compared to other full service hotels?

Great.

Was everything in your room in working order?

Yes  No

Was the lighting in your room sufficient?

Yes  No

Did we make you feel safe and secure?

Yes  No

Did we handle your requests efficiently?

Yes  No

Would you like to see anything added to your room?

Yes  No

Please specify \_\_\_\_\_

Please compare this hotel and room cleanliness to your best experience in a full service hotel.

The room was lovely, spacious & very comfortable sleep!!