

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!!