



Guest Satisfaction Form

Chateau Marlborough

Our goal is to continually exceed our guests' expectations with a memorable visit to Marlborough. Please take a few minutes to help us ensure we continue meeting this aim for many years to come by completing the form below. Thank you for your assistance and the pleasure of your company.

Was this your first stay with the Hotel?

Yes No

Dates of Stay

From / / (mm/dd/yyyy)

To / / (mm/dd/yyyy)

Suite Number

How did you learn of The Chateau Marlborough?

Internet Travel Site Travel Agent Friend

Magazine Story Other

Purpose of your visit:

Business Pleasure Other Convention/Group

How did you make your reservation?

Travel Agent Internet Travel Site Direct

Chateau Marlborough Website

How was your reservation handled?

Excellent Good Fair Poor

OUR STAFF

Did you find our staff to be knowledgeable and friendly?

Excellent Good Fair Poor

Did you find the Front Desk staff professional?

Excellent Good Fair Poor

How was your check in process?

Excellent Good Fair Poor

Did our staff efficiently handle any concerns/requests?

Excellent Good Fair Poor

YOUR SUITE

Cleanliness:

Excellent Good Fair Poor

Guest Supplies/Amenities:

Excellent Good Fair Poor

Spaciousness and comfort of your suite:

Excellent Good Fair Poor

OVERALL

Kitchen:

Excellent Good Fair Poor

Bathroom:

Excellent Good Fair Poor

Bedroom/living room:

Excellent Good Fair Poor

THE HOTEL FACILITIES:

How did you like our facilities?

Fitness Center:

Excellent Good Fair Poor Did not use

Quench:

Excellent Good Fair Poor Did not use

Conference Centre:

Excellent Good Fair Poor Did not use

Our Staff are our most important asset.

Please tell us how you would rate them?

Excellent Good Fair Poor

Was there an employee who made your stay more pleasurable?

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Would you return to The Chateau Marlborough?

Yes No

Would you recommend us to someone else?

Yes No

COMMENTS

Is there anything we could have done to make your stay at the Chateau Marlborough more enjoyable?

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If you would like us to contact you, please provide us with your name and email address:

Last name

First Name

Email address

Would you like to receive our email news letter?

Yes No