

**THE PORT****QUESTIONNAIRE FORM**

Dear Guest,  
Your feedback is valuable and essential to us and future guests.  
Please send by mail the completed form to [manager@theportsquarehotel.gr](mailto:manager@theportsquarehotel.gr)

**DETAILS OF YOUR STAY**

Full name \_\_\_\_\_ Room number \_\_\_\_\_  
Email Address \_\_\_\_\_ Check-in Date \_\_\_\_\_  
Nationality \_\_\_\_\_ Check-out Date \_\_\_\_\_

**WAS THIS YOUR FIRST VISIT TO OUR HOTEL?**  Yes  No

**HOW DID YOU LEARN ABOUT OUR HOTEL?**

Friends  Advertisement  Travel Agency / Hotel catalogue  
 Google  Social media  Booking Sites  Tripadvisor

Comments \_\_\_\_\_

**PURPOSE OF STAY**

Business  Conference  Leisure  Culture  Transit / Trip to island / Cruise  Other

**WERE THE DETAILS OF YOUR BOOKING CORRECT UPON YOUR ARRIVAL?**  Yes  No

Comments \_\_\_\_\_

**WERE THERE ANY TECHNICAL MALFUNCTIONS IN YOUR ROOM?**  Yes  No

If you choose "Yes", please note the type of the malfunction

\_\_\_\_\_

**WHAT DO YOU BELIEVE WE NEED TO IMPROVE IN ORDER TO UPGRADE OUR SERVICES?**

\_\_\_\_\_

\_\_\_\_\_

**IF A STAFF MEMBER WAS PARTICULARLY HELPFUL, PLEASE NOTE HIS / HER NAME**

Name \_\_\_\_\_ Department \_\_\_\_\_

Comments \_\_\_\_\_

**WOULD YOU SUGGEST OUR HOTEL TO YOUR FRIENDS OR FAMILY?**  Yes  No

For each item listed below, please tell us how well we met your expectations.  
If something does not apply to your experience, please leave it blank.

### HOTEL STAFF

Less than expected      As Expected      Better than Expected

Professionalism

Friendliness

Comments \_\_\_\_\_

### RECEPTION SERVICES

Less than expected      As Expected      Better than Expected

Service & staff behavior

Efficient check-in

Efficient check-out

Comments \_\_\_\_\_

### STAY

Less than expected      As Expected      Better than Expected

Room cleanliness

Technical room functions

A / C

Quality of sleep

WiFi

Comments \_\_\_\_\_

### BREAKFAST

Less than expected      As Expected      Better than Expected

Variety

Quality

Service

Cleanliness of space

Comments \_\_\_\_\_

### RESTAURANT / BAR

Less than expected      As Expected      Better than Expected

Variety of food

Quality of food

Variety of drinks & cocktails

Quality of drinks & cocktails

Variety of wine list

Service

Cleanliness of space

Value for money

Comments \_\_\_\_\_