

Comfort Inn Haven Marina Guest Questionnaire Summary 2014

	<i>Excellent</i>	<i>%</i>	<i>Good</i>	<i>%</i>	<i>Fair</i>	<i>%</i>	<i>Poor</i>	<i>%</i>	<i>Total</i>
Reservation									
How was your initial reservation handled	125	72.25%	46	26.59%	2	1.16%	0	0.00%	173
Check In									
Reservations details correct	135	75.00%	40	22.22%	5	2.78%	0	0.00%	180
Service	134	74.86%	38	21.23%	5	2.79%	2	1.12%	179
Promptness	138	77.97%	32	18.08%	5	2.82%	2	1.13%	177
Check Out									
Account Details Correct	85	75.22%	27	23.89%	1	0.88%	0	0.00%	113
Service	92	77.97%	22	18.64%	3	2.54%	1	0.85%	118
Promptness	92	77.97%	22	18.64%	4	3.39%	0	0.00%	118
Accommodation									
Standard of facilities	63	35.80%	87	49.43%	18	10.23%	8	4.55%	176
Cleanliness	113	63.13%	59	32.96%	6	3.35%	1	0.56%	179
Dining Experience									
Reservations details correct	62	62.00%	33	33.00%	4	4.00%	1	1.00%	100
Service	85	66.41%	33	25.78%	6	4.69%	4	3.13%	128
Quality of food	79	61.24%	42	32.56%	7	5.43%	1	0.78%	129
Totals	1203	67.97%	481	27.18%	66	3.73%	20	1.13%	1770
Overall Experience									
					Yes	%	No	%	
Would you stay again?					157	91.28%	15	8.72%	172
Would you recommend to others?					152	90.48%	16	9.52%	168
Are you a return guest?					65	38.92%	102	61.08%	167
Total Guest Questionnaires Processed									187

The above is a compilation and summary of all In-House Guest Questionnaires detailing how our guests rate our Product & Service.

All our completed questionnaires are available for viewing at the property.