

Thank you

The GL Cottages team thanks you for taking the time to complete our guest feedback form.



Please scan and fill out our online Feedback Form

We value your feedback and recommendations.

We look forward to hosting you again soon.

Peace | Productivity | Privacy



GL COTTAGES

ACCOMMODATION & CONFERENCING

Guest Feedback Form

We would appreciate your views regarding your stay with us because only you can tell us if we are meeting/exceeding your needs and expectation. You may leave this form in your room or at reception. Feedback form is also accessible online (see QR code on back page).

Thank you for choosing The GL Cottages.

Name: _____

Email address: _____
(Optional)

Date: _____ F M

Country of origin: _____

Have you ever used the GL Cottages before?
(Please tick below)

Yes No

How did you know about the GL Cottages:

- Word of mouth
- Have used the GL Cottages before
- Internet
- Website
- Mail shot
- Other _____

Purpose of your stay: (Tick appropriate) business pleasure

Would you recommend/refer GL Cottages?
(Tick appropriate)

Yes No

Type of accommodation booked:

(Tick appropriate)

<input type="checkbox"/> Bed & Breakfast	<input type="checkbox"/> Self Catering
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NB: If you did not make use of one of these, please leave blank.

(Scoring 1(Lowest) - 5(Highest))

Reservations/Reception

- Handling of your reservation
- Greeting and professionalism upon arrival
- Check-in and Check-out speed
- Ability to meet your needs and resolve issues

Guest room

- Condition of your room on arrival
- Daily service/cleanliness of your room
- Ambience, décor and aesthetics
- Facilities: Internet, bathrooms, lighting

Conferencing Facilities and Service

- Conference Rooms - clean and tidy
- Room set-up, décor, aesthetics, ambience
- Internet Connectivity
- Gardens and outdoor spaces

Food & Beverage

Please rate where applicable based on service, quality, taste and temperature of food, variety of menu, value for money and ambience.

- Breakfast
- Lunch
- Dinner
- Beverages

Our Staff

How would you rate our staff's:

- Professional appearance
- Professionalism and conduct
- Reliability and efficiency
- Ability to meet your needs
- Any outstanding employees? (Names & Remarks)

Overall, how satisfied were you with your stay on a scale of 1-5?

Poor

Excellent

1	2	3	4	5
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If you were given the opportunity to change any aspects of your stay, what would you like to see improved?

Other additional comments/suggestions:
