

Day of your visit :

Satisfaction questionnaire

Concerned about a continuous improvement of our services and in order to come up to your expectations, we set up this satisfaction questionnaire.

RESPONSE TIME (check the box of mode of contact)

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
<input type="checkbox"/> Office	○	○	○	○
<input type="checkbox"/> Phone	○	○	○	○
<input type="checkbox"/> Mail	○	○	○	○
<input type="checkbox"/> Fax	○	○	○	○
<input type="checkbox"/> E-mail	○	○	○	○

ACCESSIBILITY TO THE TOURIST OFFICE

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
Ease in finding the Tourist Office	○	○	○	○
Ease in parking close by	○	○	○	○
Opening Hours	○	○	○	○

PREMISES OF THE TOURIST OFFICE

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
Surroundings (neatness, temperature, ...)	○	○	○	○
Comfort of premises	○	○	○	○
Self-service tourist information (display units, filing, ...)	○	○	○	○

ATTITUDE OF THE TOURIST OFFICE PERSONNEL

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
<input type="checkbox"/> Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMPETENCE OF THE TOURIST OFFICE PERSONNEL

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
<input type="checkbox"/> Understanding of the demand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Answer brought to your demand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Reorientation to other structures if necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

INFORMATION GIVEN

	Very satisfied	Satisfied	Not very satisfied	Very dissatisfied
<input type="checkbox"/> Precision of the given information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Incentive to discover other tourist activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Quality of the documents received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> what is your general assessment ON THE SERVICES OF THE TOURIST OFFICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

WHICH ARE YOUR REMARKS AND SUGGESTIONS ON THE SERVICES OF THE TOURIST OFFICE

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