

CUSTOMER SATISFACTION SURVEY

Dear Guest!

7Lizards - Ocean View Apartments intend to be an island of cordiality and relaxed atmosphere for you and want to spoil you during your stay with good service and personal attention. We are very eager to adjust our services to your taste, therefore, it means a lot to us, that you fill in questionnaire.

Please, circle your choice and leave the survey at your apartment before you leave us.

Leaving the questionnaire, you participate automatically at our lottery and you can win 2 weeks stay for two in 7Lizards - Ocean View Apartments!

Your satisfaction with check-in and check-out?	Ü	•	*
Your satisfaction with our eReception services and our staff at Tenerife?	Ü	•	**
Your satisfaction with our Booking services before your departure?	U	•	**
Are you satisfied with our prices?	Ü	=	**
Your satisfaction with our additional services in general?	Ü	•	**
Your satisfaction with the cleanliness of the apartment?	U	•	8

YOUR SATISFACTION WITH THE CLEANLINESS OF THE APARTMENT?

Living room	U		*
Kitchen	U		**
Bedroom	U		*
Bathroom	U		*
Balcony	U		**
Windows	U		*
Doors and doorposts	U		*
Overall impression	U	•	*



Your satisfaction with apartment maintenance?	Ü	•	*
Your overall satisfaction with the technical equipment and furnishings of the apartment?	Ü		8
Would you recommend our accommodation to your family members, friends or acquaintances?	Ü	<u> </u>	8
Will you want to come back to us in the future?	Ü	=	8
Your overall impression of accommodation and services we offer?	U	•	8

HOW DID YOU BECOME AWARE OF 7LIZARDS - OCEAN VIEW APARTMENTS?

- 1. Frequent Guest
- 2. Recommendation
- 3. Travel Agency
- 4. Local Tourist Board
- Advertising
- 6. Social Networks
- 7. Internet
- 8. Via www.7lizards.com

PLEASE LET US KNOW THE FAVOURITE STAFF MEMBER YOU GOT IN CONTACT WITH:

- 1. Lukas Smrcek
- eReception Service Your Island Customer Coordinator
- 2. Julia Back

Booking Service - Your Booking Assistant

APARTMENTS OFFER:		- CEAR VIEW

Your name: _____ Apartment number: ____ Email: ____

Thank you very much for staying with us and we recommend you to do the next booking via www.7lizards.com, so you could even get a bit more.

Mr. Jan Dvorak Manager & Owner

Puerto Santiago So Divoral

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