

General information about your stay

In order to complete the evaluation we kindly ask you to answer the following questions (please fill in):

What kind of room did you stay in?

Type of room

Room category

View

Did you book a package offer?

Yes No

Did the hotel meet the standards of the catalogue description?

Yes No, better No, worse

Does the hotel deserve the official star rating?

Yes No, better No, worse

How would you describe the price/performance ratio?

Excellent Generally good Adequate
 Rather poor Very poor

Where did you book your stay?

HolidayCheck Travel agency Internet
 Individual Other

How often do you travel each year?

1-2 times 3-4 times 5-7 times
 more than 8 times

Which tour operator did you travel with?

Voluntary information about your person

Room number

Name, surname

Street

Postal code, city and country of residence

Email address

Telephone

Thank you for your feedback!

HolidayCheck.com
★★★★★

Questionnaire

HOW DID YOU LIKE
YOUR STAY?



Dear guests

We hope you enjoyed your stay. In order to manage and improve our service quality we do appreciate your praise, critics and ideas.

Please evaluate our hotel online on www.holidaycheck.com. If you do not feel like submitting an online hotel review, please fill in this questionnaire and leave it to the reception before departure.

Thank you very much for you participation.

Hotel

- Hotel Desirée Turm Hotel Grächerhof Hotel Hannigalp
 Hotel Alpina Aparthotel Des Alpes Hotel Elite
 Hotel La Collina

Would you recommend the hotel?

- Yes No

I travelled as

- Single Couple Family
 Friends Accompanying children

Type of Holiday

- Hiking and wellness trip Skiing or wintersports
 Business trip Other

Your age

Date of travel

Length of stay

Please mark accordingly:

The Hotel in general

	very poor					very good
Condition of the hotel	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General cleanliness	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family friendliness	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled-friendly	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Location and surroundings

Shopping facilities in the area	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation connections and available excursions	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurants and bars in the area	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other leisure activities available	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance to the ski lift	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service

Friendliness and helpfulness	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff's knowledge of foreign language	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception, check-in & check-out	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competence (handling complaints)	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Gastronomy

	very poor					very good
Variety of food and drinks	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of food and drinks	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Atmosphere & furnishings	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall cleanliness in the restaurant and dining areas	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sport & entertainment

Leisure activities (e.g. sauna, tennis, etc.)	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall condition of the pool area (Hotel Hannigalp)	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child care or playground	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLUS Activities	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activity 1	_____					
Activity 2	_____					

Room

Cleanliness & linen change	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of the room	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room amenities (TV, balcony, safe, etc.)	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of the bathroom	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to add additional comments?

(praise, critics, ideas, improvements, etc.)

