



mapungubwe  
hotel apartments

Thank you for taking the time to complete our Customer Satisfaction Survey, we value your feedback. This survey provides a set of statements that describe different aspects of your stay at our establishment. To complete the survey, please indicate the extent to which you agree or disagree with each of the below statements. Thank you for your participation.

Guest Name:	Date of Stay:
Guest Email Address:	Room number:

During my conference	Strongly Agree				Strongly Disagree
	5	4	3	2	1
Did the pre-conference information and administration you received, meet your requirements?					
Was the staff member who dealt with your request polite and helpful?					
Was the reception you received at the conference warm, helpful and friendly?					
Was a waiter/ess always available during your event?					
Was the service given to your satisfaction?					
Was a member of management available for your requests?					
Where the coffee / tea station setup correctly and ready for use?					
Was the food catered for the guests on time and of high quality?					
Was the food well presented?					
Was the equipment required setup and ready for use?					
Where the restrooms to your satisfaction?					
Was the overall facilities and equipment satisfactory?					
Was the layout / orientation of the facility to your needs?					
Would you recommend our facility to others?					
Any improvements or suggestions for future conferences & events?					

Comments/Suggestions:

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Yes! I would like to receive email communications, including special offers, news and events

Regards,  
Carel Pienaar - General Manager