



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 stay...	Strongly Agree				Strongly Disagree
	5	4	3	2	1
The service on arrival was welcoming?					
The check in process was efficient?					
The room was clean?					
The room layout and furnishings met my expectations?					
The room was comfortable?					
The room was quite and tranquil?					
All areas of the hotel were clean?					
All areas of the hotel were well maintained (including Lights, TV, Air Conditioning, Carpets & Paint)?					
The staff was friendly and willing to help?					
Management was present and attentive during my stay?					
My checkout was accurate and efficient?					
The hotel provided a safe and secure environment?					
I received value for money?					
The overall experience met my expectations?					
I enjoyed my stay and would recommend it to others?					

Comments/Suggestions:

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

Regards,
Carel Pienaar - General Manager