

GUEST SATISFACTION SURVEY

In order to obtain valuable feedback from our guests, we would be grateful if you took a few moments to complete the form below. This information is crucial to Management to ensure that we consistently meet your expectations by providing the highest level of service. This information will be treated in utmost confidence and should you prefer to contact The Hydro Management directly, we would welcome your input.

Guest Name: _____ First visit? Yes No

Reason for visit: (please provide details)

Health Reason	<input type="checkbox"/>	_____	Relaxation	<input type="checkbox"/>	_____
De-Stress	<input type="checkbox"/>	_____	Detox	<input type="checkbox"/>	_____
Weight Loss	<input type="checkbox"/>	_____	Other	<input type="checkbox"/>	_____

How did you hear about us? _____ Have you visited our Website? Yes No

Please rate our services as follows: (please provide details)

A Totally Satisfied B Satisfied C Somewhat Satisfied D Needs Improvement E Please Review This Process

Reservations Procedure: _____	<input type="checkbox"/>
Check in Procedure: _____	<input type="checkbox"/>
Check out Procedure: _____	<input type="checkbox"/>
Your Room: _____	<input type="checkbox"/>
Evening Lecture _____	<input type="checkbox"/>
Fitness facilities: _____	<input type="checkbox"/>
Skincare: _____	<input type="checkbox"/>
Therapy: _____	<input type="checkbox"/>
Meals and Nutrition: _____	<input type="checkbox"/>
Your Stay Overall: _____	<input type="checkbox"/>

What aspects of your visit were the most beneficial to you? _____

Services or facilities you would like to see at The Hydro: _____

Would you like us to contact you i.r.o. promotions or news items? If so please provide us with your e-mail address and mobile number (these details will not be distributed or used for any other purpose). E-mail: _____ Mobile: _____

Any other suggestions and comment?

Would you like to recommend a member of the staff? _____

Thank you for your time, we are looking forward to welcome you back again soon. Your dedicated Hydro Team.
Contact the Manager directly on +2721 809 3800 or information@thehydro.co.za