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Dear Guest,

Please help this questionnaire to be of high validity, it is for the academic study purpose for the award of the degree of Doctor of philosophy in hotel industry, so your opinions are valuable to us, and thank you for answer the questions. We committed to improve hotel service and your valued feed back is appreciated.

### 1. Return /Recommend

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Below Average</th>
<th>Poor</th>
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<tbody>
<tr>
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</tbody>
</table>

a. Your likeliness to stay and/or recommend this hotel palace for a similar purpose in this city?

### 2. Quality of Staff Service /Attitude

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Below Average</th>
<th>Poor</th>
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<tbody>
<tr>
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</tbody>
</table>

a. Attentive and welcoming throughout your stay

B. Staff polite & hospitality friendliness, courtesy & responsiveness

c. Language skills

d. Concentration and listening accuracy and hast

e. Knowledge of staff in answering your questions

f. Efficiency of staff

g. Personal hygiene

h. Flexible and seaminess in responding to your needs

### 3. Problem resolution (If you had a problem)

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Below Average</th>
<th>Poor</th>
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<tr>
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</tbody>
</table>

a. If you reported any problem, how satisfied are you with the resolution?

b. How satisfied were you with the promptness of resolution?

c. How satisfied were you with the resolution itself?

d. Problems were due to (Check all that apply)

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Policy/Procedures</th>
<th>Staff Service/Attitude</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
4. **Arrival**
   - a. Upon arrival, warm and friendly welcome
   - b. Easy of reservation process
   - c. Efficiency and professionalism of the check-in process & speed
   - d. Staff Altitudes
   - e. Arrival (Luggage handling, door/bell staff assistance)
   - f. Accuracy of room charges
   - g. Did you fell your business was appreciated?
   - h. Ability of the staff to anticipate your needs

5. **Food and Beverage**
   - a. Timeliness of Service
   - b. Variety of food menu
   - c. Accuracy of order
   - d. Restaurants environment
   - e. Quality of food and beverage
   - f. Overall the three meals experience
   - g. Waiters/waitresses effectively
   - h. Quality of Presentation
   - i. Courtesy of Service

6. **Room service**
   - a. Cleanliness of room
   - b. Order delivered in time promised
   - c. Accuracy of order
   - d. Quality of food
   - e. Quality of Presentation
   - f. Courtesy of service

7. **Guest room**
   - a. Over all guest room quality
   - b. Room equipments and furniture’s
   - c. Room décor
   - d. Comfort
   - e. Heating /cooling within room
   - f. Bathroom amenities
   - g. Condition of room facilities
8. **Public areas**
   a. Overall hotel environment
   b. Cleanliness
   c. Quality of shopping service
   d. Appearance
   e. Noise and pollution

9. **Quality of services**
   a. Overall
   b. Reservation formalities
   c. Meeting facilities
   d. Front desk
   e. Telephone operator
   f. Mail/Message Desk
   g. Executive lounge
   h. Laundry and dry cleaning service
   i. Housekeeping service timely and efficiently
   j. Business centre (Tel & Fax MSG)
   k. Conference /Banquet
   l. Health club
   m. Spa & Fitness
   n. Security and safety in the hotel
   o. Room service order taker
   p. Valet parking

10. **Over Rating**
    a. Over all impressions
    b. Your overall staying experience
    c. Over all quality of the hotel facilities
    d. Keynote speakers
    e. Over all ambiance or environment of the hotel
    f. Overall hotel view and appearance
    g. Modernity & New Technology
    h. Overall value for the price paid
Reservations

1. How was your reservation made?
   - Hotel directly
   - Sales Department
   - Leading Hotels of the world
   - A travel Agent
   - Hotel web site
   - Other

2. Compared with same class hotels how would you rate the hotel pattee?
   - less comparable
   - Comparable
   - Superior

Thanking you.
& Al-Mukalla Cities - Yemen
Haidar Abad Charminar & Obera Hotel & resort - Jaipur, India