



Dear visitor, we would like to thank you for choosing Camvillia Resort for your stay and we would like to ask you to help us in our effort to further improve our services, by filling in the following questionnaire.

The staff and the administration wishes to thank you for your time and your sincere answers.

Sex:

1. Male
2. Female

Age:

1. 15 – 25
2. 26 – 35
3. 36 – 45
4. 46 – 55
5. 66 +

How did you find out about us?

1. Online advertisement
2. Social Media advertisement: if so, which platform? _____
3. Random Internet search on accommodation in Messinia
4. Friends and relatives
5. Other, please specify: _____

How did you make your reservation?

1. Over the phone
2. Through the hotel's website
3. Travelling Agency:
 - A. Individual traveller
 - B. Organised group
4. Internet booking site: would you like to mention which? _____
5. Other, please specify: _____

Which of the alternatives below, better describes your reason for visiting Kalamata?

1. Professional reasons
2. Recreation
3. Visiting friends/relatives
4. Participation in a congress
5. Member of an athletic club
6. Other, please specify: _____



You are travelling:

1. By yourself
2. With family
3. With friends
4. Other, please specify: _____

Here below several questions will follow, regarding specific services provided by the hotel

Reception	Very Negative				Excellent
1. Personnel's politeness	1	2	3	4	5
2. Adequately updated	1	2	3	4	5
3. Service promptness	1	2	3	4	5
4. Service efficacy	1	2	3	4	5

We would appreciate your suggestions in order to improve:

Rooms	Very Negative				Excellent
1. Decoration	1	2	3	4	5
2. Functionality	1	2	3	4	5
3. Cleaning	1	2	3	4	5
4. Maids' politeness	1	2	3	4	5

We would appreciate your suggestions in order to improve:

Breakfast	Very Negative				Excellent
1. Variety/Range	1	2	3	4	5
2. Quality	1	2	3	4	5
3. Taste	1	2	3	4	5
4. Personnel's politeness	1	2	3	4	5

We would appreciate your suggestions in order to improve:

Spa/Gym	Very Negative				Excellent
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1. Equipment	1	2	3	4	5
2. Range of spa therapies	1	2	3	4	5
3. Service	1	2	3	4	5
4. Personnel's competence/skills	1	2	3	4	5
5. Cleanness	1	2	3	4	5

We would appreciate your suggestions in order to improve:

Restaurant	Very Negative				Excellent
1. Menu adequacy	1	2	3	4	5
2. Wine list adequacy	1	2	3	4	5
3. Alcoholic drinks' list adequacy	1	2	3	4	5
4. Quality	1	2	3	4	5
5. Taste	1	2	3	4	5
6. Service promptness	1	2	3	4	5
7. Personnel's politeness	1	2	3	4	5
8. Cleanness	1	2	3	4	5

We would appreciate your suggestions in order to improve:

Your overall view on the facilities and the premises' maintenance	Very Negative				Excellent
1. Reception	1	2	3	4	5
2. Rooms	1	2	3	4	5
3. Spa/Gym	1	2	3	4	5
4. Restaurant	1	2	3	4	5
5. Pool area	1	2	3	4	5
6. Gardens	1	2	3	4	5
7. WC	1	2	3	4	5
8. Lighting	1	2	3	4	5
9. Parking	1	2	3	4	5

We would appreciate your suggestions in order to improve:

