

Hotel Guest Satisfaction Paper Survey Printable Template

(HOTEL NAME) strives to make your stay at hotel as satisfying as possible. Please take a moment to complete this guest satisfaction survey and let us know what you think of our hotel. Your comments are important to us, and we appreciate you taking the time to share them.

Overall Experience

Please rate your overall satisfaction with your most recent stay at this hotel:

- ☐ Very Satisfied ☐ Somewhat Satisfied ☐ Neither ☐ Somewhat Dissatisfied
☐ Very Dissatisfied

How likely would you be to recommend this hotel to a friend planning to visit the area?

- ☐ Definitely Would ☐ Somewhat Satisfied ☐ Might or Might Not ☐ Probably Would Not
☐ Definitely Would Not

How likely would you be to stay at this hotel if you were returning to the area?

- ☐ Definitely Would ☐ Somewhat Satisfied ☐ Might or Might Not ☐ Probably Would Not
☐ Definitely Would Not

Thinking about your overall experience at this hotel and what you paid, how would you rate the value you received for the money? Was it worth it?

- ☐ Much More Than You Paid ☐ Somewhat More Than You Paid ☐ About What You Paid ☐ Somewhat Less Than You Paid
☐ Much Less Than You Paid

Compared to other similarly priced hotels, how would you rate **(HOTEL NAME)** overall?

- ☐ Much Better ☐ Somewhat Better ☐ About the Same ☐ Somewhat Worse
☐ Much Worse ☐ Not Applicable

Overall Impression

Please rate your experience at **(HOTEL NAME)** on the following:

- | | Excellent | Very Good | Good | Fair | Poor | Not Available |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall service received | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall physical condition of this hotel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Appearance of hotel exterior | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

	Excellent	Very Good	Good	Fair	Poor	Not Available
Condition of lobby and reception area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional, courteous attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge about hotel and local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of check-in process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall cleanliness of guest room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall physical condition of room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and condition of bedding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of mattress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of pillows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and condition of carpet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition and function of drapes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall operation of heating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of using Internet service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall workspace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting in guest room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling of safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bathroom cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical condition of bathroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selection & Lighting in bathroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your night's sleep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>