



## CUSTOMER SATISFACTION QUESTIONNAIRE

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Please confirm that you are happy to be contacted by email or post with news of special offers and availability : YES / NO (Delete as appropriate)

Property Name: \_\_\_\_\_ Date Visited: \_\_\_\_\_

Number of Adults: \_\_\_\_\_ ☐ 25-35 ☐ 36-45 ☐ 46-55 ☐ 55+

Number of Children: \_\_\_\_\_ ☐ 0-5 ☐ 6-10 ☐ 11-16 ☐ 16+

Did you bring a pet ? \_\_\_\_\_ ☐ yes ☐ no

**We hope you have enjoyed your holiday, please could you spare a few minutes to complete this questionnaire, your opinions are important to us and will enable us to improve our services.**

Please tick **one** of the boxes below :

### OUR SERVICES TO YOU ...

Our booking efficiency: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Knowledge of properties: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Knowledge of area: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Helpfulness: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How easy was our website to use: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Is the property description accurate: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Were the directions to the property accurate: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

### HOLIDAY ACCOMMODATION ...

Your overall opinion of the accommodation: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Standard of cleanliness of property on arrival: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Standard of furnishings at the property: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

The level of equipment provided: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

The helpfulness of the owner/caretaker: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

### WHEN BOOKING A HOLIDAY, HOW IMPORTANT ARE THE FOLLOWING :

Value for money of your accommodation: ☐ Very ☐ Fairly ☐ Not really

The location of the property: ☐ Very ☐ Fairly ☐ Not really  
The cost of your holiday: ☐ Very ☐ Fairly ☐ Not really  
The facilities at the property: ☐ Very ☐ Fairly ☐ Not really

**Finally**

Was this your main holiday this year: ☐ Yes ☐ No  
Is this your first holiday with us: ☐ Yes ☐ No  
Would you book another holiday with us: ☐ Yes ☐ No  
Would you recommend a friend to stay here ? ☐ Yes ☐ No

Have you walked the permissive footpaths on the farm ☐ Yes ☐ No

**Please list the birds/wildlife you have seen on the farm.**

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**Any suggestions comments:**

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**Signature:**\_\_\_\_\_

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**CUSTOMER SATISFACTION QUESTIONNAIRE**

**Thank you for taking the time to complete this questionnaire, any comments you have made will be given consideration. This is for research purposes only and we regret no correspondence will be entered into. Please leave completed questionnaire in the property for the owner to collect.**

**Robert McNeil Wilson  
Arthur Wilson (Estates) Ltd  
Rookery Farm  
West Beckham**

**Holt Norfolk NR25 6NX Tel 01263 821232 Fax 01263 822242 Email : [holiday@rookeryfarmnorfolk.com](mailto:holiday@rookeryfarmnorfolk.com)**