



# SECTOR SAN JUAN MWR DEPARTMENT



## RBH GUEST HOUSE ACCOMODATION SURVEY

We hope you enjoyed your stay with us! To help us better serve you, please complete this survey and return it to our office at your convenience. Thank you!

| House Number   | Date  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|---|----------------|-------|---------|----------|-------------------|
| <b>My overall experience here was good, and I would recommend this guest room to my friends.</b> |   |                |       |         |          |                   |
| <b>Check In</b>  |   |                |       |         |          |                   |
|  | My reservation record was accurate.   |                |       |         |          |                   |
|  | The check in process was timely and efficient.  |                |       |         |          |                   |
| <b>Guest House</b>   |   |                |       |         |          |                   |
|  | My house was clean and comfortable  |                |       |         |          |                   |
|  | My house was furnished appropriately.   |                |       |         |          |                   |
|  | My bed and bedding were comfortable.  |                |       |         |          |                   |
| <b>Guest Staff</b>   |   |                |       |         |          |                   |
|  | The guest staff was prompt, reliable and friendly.  |                |       |         |          |                   |
|  | The guest staff was knowledgeable and fully answered my questions about the area.                                 |                |       |         |          |                   |
|  | Security was available if needed.   |                |       |         |          |                   |
|  | Management was available to solve problems.   |                |       |         |          |                   |
| <b>Amenities</b>   |   |                |       |         |          |                   |
|  | Guest House amenities (pool, library/computer room, exercise room) were clean, attractive, and properly equipped. |                |       |         |          |                   |
| <b>Check Out</b>   |   |                |       |         |          |                   |
|  | The check out process was timely and efficient.   |                |       |         |          |                   |
|  | I received a complete and accurate bill.  |                |       |         |          |                   |

Additional  
Comments