

# SUNSHINE VILLAS LIMITED

## Guest Questionnaire

In our constant efforts to improve and upgrade our services and facilities, we at SUNSHINE VILLAS LIMITED solicit assistance from the people most qualified to offer constructive criticism- our guests. We ask you to complete this questionnaire at the end of your stay. By doing so, you will be helping us to make future visits more enjoyable.

NAME \_\_\_\_\_ VILLA \_\_\_\_\_  
 DATES OF STAY \_\_\_\_\_ TO \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

1. Was this your first trip to Jamaica? \_\_\_\_\_ First Villa Vacation?  
 \_\_\_\_\_
  
2. Why did you choose Sunshine Villas Limited?  
 Location \_\_\_\_\_ Recommended by friends  
 \_\_\_\_\_  
 Advertisement (state which) \_\_\_\_\_ Recommended by Travel agent  
 \_\_\_\_\_  
 Repeat customer \_\_\_\_\_ other  
 \_\_\_\_\_
  
3. Who made your travel arrangements?  
 Travel Agent \_\_\_\_\_ Sunshine  
 Villas \_\_\_\_\_ Other \_\_\_\_\_  
 Where they courteous? \_\_\_\_\_ Helpful? \_\_\_\_\_ Prompt? \_\_\_\_\_ Efficient?  
 \_\_\_\_\_
  
4. How would you rate our Airport meeting and transfer service?  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_
  
5. How would you rate your driver \_\_\_\_\_? (Insert his/her name)  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 \_\_\_\_\_  
 Was he/she courteous \_\_\_\_\_ Informative \_\_\_\_\_ Prompt \_\_\_\_\_ Suitably  
 attired \_\_\_\_\_
  
6. How would you rate the villa?  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 \_\_\_\_\_  
 Was it clean \_\_\_\_\_ Well  
 equipped \_\_\_\_\_ Comfortable \_\_\_\_\_ Attractive \_\_\_\_\_
  
7. How would you rate the facilities?  
 Generally \_\_\_\_\_  
 Swimming Pool  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 Bed Room  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 Dining Area(s)  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 Furnishing  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 Grounds  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_
  
8. How would you rate the services of your household staff?  
 Cook  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_  
 Maid  
 Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Gardener/Houseman

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Where they courteous? \_\_\_\_\_ Helpful? \_\_\_\_\_ Prompt? \_\_\_\_\_ Pleasant?

10. How would you rate the food at the villa?  
\_\_\_\_\_

Food Preparation

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Food Service

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Food Choice

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

11. What type of Transportation/Tour Company did you use?  
\_\_\_\_\_

12. How would you rate this transportation service?

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

13. How would you rate the Sunshine Villas representatives?

Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Where they courteous? \_\_\_\_\_ Helpful? \_\_\_\_\_ Prompt? \_\_\_\_\_ Pleasant?

14. What improvements would recommend  
\_\_\_\_\_

15. Who or what would you say in particular enhanced the enjoyment of your trip?  
\_\_\_\_\_

Would you return? YES \_\_\_NO\_\_\_ If no, why?  
\_\_\_\_\_

If you enjoyed your stay and would like to share your experiences with friends, please write their names and addresses below and with your permission we will send them our villa information.

NAME \_\_\_\_\_ NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ ADDRESS \_\_\_\_\_

TELEPHONE \_\_\_\_\_ TELEPHONE \_\_\_\_\_

E-MAIL \_\_\_\_\_ E-MAIL \_\_\_\_\_

**THANK YOU FOR CHOOSING SUNSHINE VILLAS LIMITED!**