Customer service questionnaire

Name:  
Home country:  
Tour date & time:  

Dear Customer,
Our goal is to provide our customers with the best service possible. Please take a few minutes to complete the following customer service questionnaire. Your comments will enable us to see how we're doing overall and find out how we can improve.

1. What is your overall evaluation of your stay?
   Strongly satisfied ☐ Satisfied ☐ Not satisfied ☐

2. Did your trip to Georgia conform to your expectations?
   Completely ☐ For most part(s) ☐ Partially ☐ Barely ☐ Absolutely not ☐

3. Tour evaluation:
   (++) – Strongly satisfied; + – Satisfied; - – Not satisfied; If the question is not applicable, you can leave it open.)
   ++ + - ++ + -
   Service quality in general ☐ ☐ ☐ Food quality ☐ ☐ ☐
   Tourism information supply ☐ ☐ ☐ Historical attractions ☐ ☐ ☐
   Transportation service quality ☐ ☐ ☐ Hospitality / kind people ☐ ☐ ☐
   Guide service quality ☐ ☐ ☐ Feeling of safety ☐ ☐ ☐

4. Please rate accommodation:
   (++) – Strongly satisfied; + – Satisfied; - – Not satisfied; If the question is not applicable, you can leave it open.)
   ++ + - ++ + - ++ + -
   Tbilisi ☐ ☐ ☐ Gudauri ☐ ☐ ☐ Omalo ☐ ☐ ☐
   Kutaisi ☐ ☐ ☐ Borjomi ☐ ☐ ☐ Mestia ☐ ☐ ☐
   Batumi ☐ ☐ ☐ Telavi ☐ ☐ ☐ Ushguli ☐ ☐ ☐
   Bakuriani ☐ ☐ ☐ Sighnaghi ☐ ☐ ☐ Kazbegi ☐ ☐ ☐

Additional notes for accommodation:
(You can write your impressions, what you liked or disliked etc. about the accommodation.)

*All the questions in this survey are optional.*

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5. The most remarkable day. (Please write a few words about the most interesting day during your tour.)

6. The most remarkable site. (Please write a few words about the most interesting site during your tour.)

Thank you!

*All the questions in this survey are optional.*