Customer Service Questionnaire:

Dear ____________________,

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

Name/Surname:

Country:

Length of stay in Georgia: ___ days/months

1. Is this your first-time visit to Georgia?
   Yes ☐ No ☐

2. What is your overall evaluation of your stay? Did your trip to Georgia conform to your expectations?
   Strongly satisfied ☐ Satisfied ☐ Not satisfied ☐

3. Tour Evaluation:
   (++ - Strongly satisfied, + - Satisfied, – - Not satisfied; If the question is not applicable, please leave it open).

   General service quality ☐ ☐ ☐ Food quality ☐ ☐ ☐
   Tourism information supply ☐ ☐ ☐ Historical attractions ☐ ☐ ☐
   Transportation service quality ☐ ☐ ☐ Hospitality ☐ ☐ ☐
   Guide service quality ☐ ☐ ☐ Feeling of safety ☐ ☐ ☐

   Additional comments on tour:

__________________________________________________________________________

__________________________________________________________________________

4. Accommodations evaluation:
   (++ - Strongly satisfied, + - Satisfied, – - Not satisfied; If the question is not applicable, please leave it open).

   Tbilisi ☐ ☐ ☐ Gudauri ☐ ☐ ☐ Omalo ☐ ☐ ☐
   Kutaisi ☐ ☐ ☐ Borjomi ☐ ☐ ☐ Mestia ☐ ☐ ☐
   Batumi ☐ ☐ ☐ Telavi ☐ ☐ ☐ Ushguli ☐ ☐ ☐
   Bakuriani ☐ ☐ ☐ Signagi ☐ ☐ ☐ Kazbegi ☐ ☐ ☐

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5. The most remarkable day (Please write a few words about the most interesting part of the trip).

________________________________________________________________________________________

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

________________________________________________________________________________________

7. How do you rate the trip offered by Georgian Holidays in terms of sustainability (visiting national parks; staying at homestays or small-scale accommodations; environment- friendly activities; clean and sustainable transport options, such as train;)?

   Strongly satisfied ☐  Satisfied ☐  Not satisfied ☐

8. In general, is sustainability of tourism activities important for you as a traveler?

   Completely ☐  Partially ☐  Absolutely not ☐

THANK YOU!