

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tourism information supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Historical attractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation service quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hospitality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guide service quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments on tour:

4. Accommodations evaluation:

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

	++	+	-		++	+	-		++	+	-
Tbilisi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gudauri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Omalo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kutaisi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Borjomi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mestia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Batumi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Telavi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ushguli	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bakuriani	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Signagi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kazbegi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments on accommodations:

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!