

9  Listen and complete the hotel feedback form based on the conversation between a hotel receptionist and the customer checking out.

ACORN HOTEL FEEDBACK FORM

Customer name: _____

Room number: _____

Please indicate how much you enjoyed your stay overall:

not at all It was OK. quite a lot very much

Please tell us what you liked about your stay:

Please tell us what you would change or improve about your stay:

Which of the following reflect your check-out experience?

The bill was correct. / incorrect. _____

Staff were helpful. / unhelpful. _____

It was quick and easy. / slow and complicated. _____

Other (please specify). _____

Would you consider a return visit to our hotel? yes no maybe

Would you recommend our hotel to friends or family? yes no maybe

Thank you very much for your valuable suggestions and comments.