

## Rocca Nettuno Garden

## Guest Questionnaire

Year	1,74 and less	1,75 to 2,49	2,49 to 3,24	3,25 and more	no. answers	current week	last week
	2010	week	27°	DAL 05.07.10			
criteria	excellent	good	fair	poor			
	1	2	3	4			
<b>1 Reception</b>						<b>1,55</b>	<b>1,51</b>
Arrival	83	57	25	4	169	1,70	1,68
Friendliness	97	58	10	4	169	1,53	1,43
check-outl	91	32	3	5	131	1,40	1,43
<b>2 Guest Relation</b>						<b>1,69</b>	<b>1,59</b>
Friendliness	84	59	13	6	162	1,64	1,49
Service	72	63	18	7	160	1,75	1,70
<b>3 Rooms</b>						<b>1,70</b>	<b>1,85</b>
cleanliness	94	61	9	4	168	1,54	1,57
furniture	61	74	23	6	164	1,84	2,04
Ambience	73	67	20	4	164	1,73	1,94
<b>4 Main Restaurant</b>						<b>1,91</b>	<b>2,17</b>
Food Quality	53	66	30	18	167	2,08	2,27
Choice and variety of food offer	47	59	39	18	163	2,17	2,59
Friendliness	78	60	21	2	161	1,67	1,81
Service	80	60	14	10	164	1,72	2,01
Ambience	57	73	25	8	163	1,90	2,18
<b>5 Rbeach Restaurant</b>						<b>2,03</b>	<b>2,11</b>
Food Quality	40	50	32	12	134	2,12	2,02
Choice and variety of food offer	26	39	39	22	126	2,45	2,56
Friendliness	53	52	20	3	128	1,79	1,86
Service	46	51	20	8	125	1,92	2,08
Ambience	48	57	17	6	128	1,85	2,05
<b>6 Restaurant a la carte</b>						<b>1,71</b>	<b>1,69</b>
Food Quality	28	23	6	8	65	1,91	1,96
Choice and variety of food offer	21	24	6	8	59	2,02	1,88
Friendliness	39	14	4	4	61	1,56	1,59
Service	39	13	7	2	61	1,54	1,50
Ambience	39	15	5	3	62	1,55	1,53
<b>7 Calabresian Winebar</b>						<b>1,71</b>	<b>1,87</b>
Choice and variety of food offer	26	25	9	3	63	1,83	1,98
Friendliness	30	22	6	2	60	1,67	1,76
Service	30	19	5	4	58	1,71	1,93
Ambience	32	18	7	2	59	1,64	1,81
<b>8 PoolBar</b>						<b>1,65</b>	<b>1,69</b>
Choice and quality of drinks	69	60	14	5	148	1,70	1,79
Service	72	58	17	1	148	1,64	1,64
Ambience	71	62	11	2	146	1,62	1,65
<b>9 Beach Bar</b>						<b>1,89</b>	<b>1,84</b>
Choice and quality of drinks	40	59	29	7	135	2,02	1,98
Service	58	52	17	3	130	1,73	1,67
Ambience	43	58	22	6	129	1,93	1,89
<b>9 leisure areas</b>						<b>1,91</b>	<b>1,61</b>
Animation	88	37	12	11	148	1,64	1,48
Disco	52	23	12	9	96	1,77	1,80
Miniclub	48	19	6	7	80	1,65	1,35
Tennis	19	19	7	4	49	1,92	1,55
Wellness	16	12	6	6	40	2,05	1,62
Massage	16	10	2	12	40	2,25	1,55
mountainbike rental	18	12	6	6	42	2,00	1,61
Quality	26	17	7	9	59	1,98	1,94
<b>10 Guides</b>						<b>1,80</b>	<b>1,80</b>
Friendliness	45	44	11	6	106	1,79	1,77
Expertise	49	35	12	8	104	1,80	1,82
<b>11 Garden and Pools</b>						<b>1,31</b>	<b>1,35</b>
	78	27	2	1	108	1,31	1,35
<b>Final Rating</b>						<b>1,74</b>	<b>1,76</b>

Would you reccomend us to friends/colleagues?

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