

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.	current week	last week
	2010	week	28°	DAL 12.07.10	AL 18.07.10	answers			
criteria	excellent	good	fair	poor					
	1	2	3	4					
1 Reception								1,48	1,55
Arrival	66	63	13	5	147		1,71	1,70	
Friendliness	86	52	5	0	143		1,43	1,53	
check-outl	81	31	2	0	114		1,31	1,40	
2 Guest Relation							1,52	1,69	
Friendliness	84	56	5	1	146		1,47	1,64	
Service	73	59	10	1	143		1,57	1,75	
3 Rooms							1,69	1,70	
cleanliness	87	44	11	4	146		1,53	1,54	
furniture	55	65	16	6	142		1,81	1,84	
Ambience	59	68	15	2	144		1,72	1,73	
4 Main Restaurant							1,84	1,91	
Food Quality	51	61	27	7	146		1,93	2,08	
Choice and variety of food offer	45	52	34	13	144		2,10	2,17	
Friendliness	75	51	15	2	143		1,61	1,67	
Service	78	47	15	3	143		1,60	1,72	
Ambience	51	57	24	9	141		1,94	1,90	
5 Rbeach Restaurant							2,05	2,03	
Food Quality	25	53	20	5	103		2,05	2,12	
Choice and variety of food offer	19	43	28	11	101		2,31	2,45	
Friendliness	39	41	18	3	101		1,85	1,79	
Service	35	41	21	4	101		1,94	1,92	
Ambience	27	45	18	10	100		2,11	1,85	
6 Restaurant a la carte							1,53	1,71	
Food Quality	20	22	5	1	48		1,73	1,91	
Choice and variety of food offer	23	14	8	1	46		1,72	2,02	
Friendliness	31	15	0	0	46		1,33	1,56	
Service	30	14	2	0	46		1,39	1,54	
Ambience	28	15	3	1	47		1,51	1,55	
7 Calabresian Winebar							1,58	1,71	
Choice and variety of food offer	25	18	4	0	47		1,55	1,83	
Friendliness	22	17	3	1	43		1,60	1,67	
Service	20	19	2	1	42		1,62	1,71	
Ambience	22	19	1	1	43		1,56	1,64	
8 PoolBar							1,52	1,65	
Choice and quality of drinks	72	56	14	0	142		1,59	1,70	
Service	84	49	8	0	141		1,46	1,64	
Ambience	77	52	8	1	138		1,51	1,62	
9 Beach Bar							1,87	1,89	
Choice and quality of drinks	40	50	28	1	119		1,92	2,02	
Service	51	50	14	3	118		1,74	1,73	
Ambience	43	43	27	5	118		1,95	1,93	
9 leisure areas							1,65	1,91	
Animation	81	41	12	2	136		1,52	1,64	
Disco	41	33	8	7	89		1,79	1,77	
Miniclub	43	18	7	1	69		1,51	1,65	
Tennis	24	9	8	0	41		1,61	1,92	
Wellness	21	13	3	6	43		1,86	2,05	
Massage	23	7	1	4	35		1,60	2,25	
mountainbike rental	19	15	2	1	37		1,59	2,00	
Sport Nautici	29	17	6	4	56		1,73	1,98	
10 Guides							1,66	1,80	
Friendliness	52	42	8	1	103		1,59	1,79	
Expertise	43	42	8	4	97		1,72	1,80	
11 Garden and Pools							1,35	1,31	
	63	20	4	1	88		1,35	1,31	
Final Rating							1,65	1,74	