



Culture of Excellence Questionnaire

Destination: _____ Date: _____

Name and contact information, if you would like to be contacted (optional): _____

1. How quickly were you greeted upon arriving at your destination today?

Immediately There was a line. I waited: 1-2 minutes 3-5 minutes More than 5 minutes

2. What behaviors of the reception desk staff demonstrated they were attentive to your needs?

3. What were the attitudes and body language of the reception desk staff?

4. Were distractions such as personal phone calls or conversations taking place at the reception desk?

Yes No Other: _____

5. Was the dress and conduct of the reception desk staff professional in your opinion? Please elaborate.

6. Other comments you would like to share: _____
