

Marine Corps Community Services (MCCS) Lodging Guest Registration - 0703-0072
Sample Customer Feedback Email and Questionnaire



CUI

«zName»

«zAddr1»

«zTown», «zState» «zPostCode»

Dear «cTitle» «cSub_Title» «cSurname»,

Thank you for your reservation at «zName». We appreciate your patronage and would like to request feedback on your recent stay. Our goal is to embody our brand promise of "Clean.Crisp.Comfort" and to exceed expectations. Please access the Customer Satisfaction Survey at the link below.

Your reservation details are as follows:

CONFIRMATION NO: «rRes_No»

ARRIVAL: «rArr_Date_Long»

DEPARTURE: «rDep_Date_Long»

ROOM TYPE: «rCategory»

TARIFF: «rBaseTariffNightly» per night

Completing the survey is voluntary and we very much appreciate your efforts to do so. We look forward to your next stay at «zName».

[Inns of the Corps Quantico Customer Satisfaction Survey](#)

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Customer Feedback Email Cover Sheet Sample

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Customer Satisfaction Survey

We appreciate your patronage and would like to request feedback on your recent stay. Our goal is to embody our brand promise of "Clean.Crisp.Comfort" and to exceed expectations.

In order to provide the best hospitality experience to our Marines, Sailors and their families, we would appreciate your feedback. Please take a few moments to share your thoughts about your recent visit. Your feedback will help us to understand what we do well and what we can do better, recognize deserving staff, and understand what we can do better.

This feedback process is administered by a contracted agency called Verint ForeSee. Basic personal information they collect on our behalf includes your first and last name, title or rank, email address, reservation number, facility location, dates of stay, nightly rate and room number. Your contact information may be used by Inns of the Corps to follow up with you directly.

Completing the survey is voluntary and we very much appreciate your efforts to do so.

OMB CONTROL NUMBER: 0703-0072
OMB EXPIRATION DATE: pending

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, OMB Control Number 0703-0072, is estimated to average 7 minutes as appropriate per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1: *What is your **overall satisfaction** with your recent stay at this Inns of the Corps facility?

1=Very Dissatisfied Very Satisfied=10
1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

2: *How well did your stay at this Inns of the Corps facility **meet your expectations**?

1=Fell Short Exceeded=10
1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

3: *How did your stay at this Inns of the Corps facility **compare with an ideal** lodging experience?

1=Very Dissatisfied Very Satisfied=10
1 2 3 4 5 6 7 8 9 10
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

4: *What was your **primary reason** for your **most recent stay** at Inns of the Corps?

- ☐ Leisure travel
- ☐ I am a family member of someone stationed on the installation
- ☐ I am a friend of someone staying on an installation
- ☐ PCS
- ☐ TAD/TDY
- ☐ Other, please specify

5: *How did you hear about Inns of the Corps?

☐ Personnel Referral

☐ MCCS Website

☐ Internet Search

☐ Other

☐ InnsoftheCorps.com website

☐ MCCS marketing displays

☐ Referral from other Official Lodging

☐ MCCS social media

6: *When thinking about your most recent stay, please indicate your level of agreement with the following:
Reservations were in order upon arrival.

1=Strongly Disagree									Strongly Agree=10				
1	2	3	4	5	6	7	8	9	10		Don't Know		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

7: *When thinking about your most recent stay, please indicate your level of satisfaction with the following:
Appearance of the lobby.

1=Very Dissatisfied									Very Satisfied=10				
1	2	3	4	5	6	7	8	9	10		Don't Know		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

8: *Speed and efficiency of check-in

1=Very Dissatisfied									Very Satisfied=10				
1	2	3	4	5	6	7	8	9	10		Don't Know		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

9: *Staff professionalism and courteousness at check-in

1=Very Dissatisfied									Very Satisfied=10				
1	2	3	4	5	6	7	8	9	10		Don't Know		
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

10: *Please rate the ability of Guest Services staff to answer your questions at check-in.

1=Poor									Excellent=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10				
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

11: *Did the staff address you by name or rank during the check-in process?

☐ Yes

☐ No

12: *When thinking about your most recent stay, please rate the following:
Appearance of Inns of the Corps exterior and grounds.

1=Poor									Excellent=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10				
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

13: *Helpfulness of Guest Services staff

1=Poor									Excellent=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10				
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐		

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14: *Helpfulness of Housekeeping staff	1=Poor 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Excellent=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
15: *Overall cleanliness of guest room	1=Poor 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Excellent=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
16: *Overall condition of the room furnishings	1=Poor 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Excellent=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
17: *Comfort of the room (mattress, linens, pillows, seating)	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
18: *In-room Guest amenities	1=Poor 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Excellent=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
19: *Heating and cooling system worked	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
20: *Television channel selection	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
21: *Guest room lighting	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
22: *Quality of internet service	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
23: *Cleanliness of Breakfast Area	1=Poor 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Excellent=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
24: *Selection of breakfast items	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐
25: *Quality of breakfast items offered	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Very Satisfied=10 ☐ ☐ ☐	Don't Know/Does Not Apply ☐

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Customer Feedback Questionnaire (slide 3 of 5)

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26: *Helpfulness of Breakfast staff

1=Very Dissatisfied						Very Satisfied=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

27: *The accuracy of bill at check-out

1=Very Dissatisfied						Very Satisfied=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

28: *Speed and efficiency of check-out process

1=Very Dissatisfied						Very Satisfied=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

29: *Staff professionalism and Courteousness during **check-out**

1=Very Dissatisfied						Very Satisfied=10				Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

30: *Did you ask an employee for assistance during your stay?

- ☐ Yes
☐ No

31: *During your stay, if any, which other on-installation facilities or services did you also visit? (Please select all that apply.)

- ☐ Commissary
☐ Marine Corps Exchange
☐ Marine Mart
☐ Fitness center
☐ Restaurants/Food Outlets
☐ Golf course
☐ Bowling center
☐ Other Recreation Activities
☐ I did not visit any other on-installation facilities or services

32: *How often do you stay at Inns of the Corps?

33: *What is your **customer eligibility status**?

34: *What is your rank or grade?

35: OPTIONAL - What is your gender?

- ☐ Male
☐ Female
☐ Prefer not to respond

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36: OPTIONAL - What is your current age?

Please Select 

37: *When travelling to an area with an Inns of the Corps, how likely are you to stay at an Inns of the Corps facility again in the future?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

38: *When returning to the area, how likely are you to stay at this Inns of the Corps facility again?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

39: *How likely are you to recommend Inns of the Corps to someone else?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

40: Please tell us about something that delighted you during your stay.

1,000 Characters Remaining

41: What else would you like to share with us regarding your experience with Inns of the Corps?

1,000 Characters Remaining

Thank you for your feedback and patronage.

Please note you may not receive a response. If you would like to discuss your feedback or provide further insights, please contact the Inns of the Corps directly at [www. Innsofthecorps.com](http://www.Innsofthecorps.com).

Submit

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