



## SATISFACTION SURVEY

## CHARTER YACHTS PHUKET

We hope you enjoyed your charter with us!

To help us better serve you, please complete this survey and return it to the reception desk at your convenience. Thank you!

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Overall experience was good, and I would recommend Charter Yachts Phuket Co Ltd to my friends.					
<b>Reservation</b>					
Reservation process was simple.					
The reservation process was timely and efficient.					
The reservation staff were courteous & knowledgeable.					
<b>The Yacht</b>					
Was clean and comfortable and well presented					
Was appropriately equipped.					
Met my expectations					
<b>Yacht Crew</b>					
The crew was prompt, reliable, and friendly.					
The crew was knowledgeable and fully answered my questions about the area.					
The crew was knowledgeable and fully answered my questions about the Yacht.					
I was able to communicate and understand the crew.					
Management was available to solve problems.					
<b>Food and Dining</b>					
The hostess was courteous.					
The food quality was good.					
Service was timely and efficient.					
I was able to communicate and understand the hostess.					
<b>Yachts Amenities</b>					
Yachts amenities were clean, attractive, and properly equipped.					
<b>Transport</b>					
Transport was on time, clean and comfortable.					
The driver was courteous					
I felt secure when using the ground transport.					

**Crew Gratuities:** As we do not levy a service charge and leave gratuities up to our guests, and in order to monitor our crews performance it would be helpful if you could advise us of any gratuity left with the crew. This information is for statistical use only. (Crew member's gratuities are retained in full by them).

**Captain:** \_\_\_\_\_

**Engineer** \_\_\_\_\_

**Hostess** \_\_\_\_\_

**Additional Comments:**

Please tell us anything you think we should know:

Your name: \_\_\_\_\_ Date of Charter: \_\_\_\_\_

Area visited: \_\_\_\_\_

Signed: \_\_\_\_\_

**THANK YOU FOR YOUR FEEDBACK !**