

## QUESTIONNAIRE RE YOUR STAY @ 822 CALLE ANFORA, LAS RAMBLAS

<b>Names</b>	Mr & Mrs R Feitsma
<b>Period stayed</b>	26 <sup>th</sup> June to 10 <sup>th</sup> July 2011
<b>Q1</b>	Did you find our website easy to use?
<b>A1</b>	Yes, very easy
<b>Q2</b>	Was the booking processed to your satisfaction?
<b>A2</b>	Yes
<b>Q3</b>	Was the information you received before you went to our apartment to your satisfaction?
<b>A3</b>	Yes
<b>Q4</b>	Were the directions to our apartment satisfactory?
<b>A4</b>	We were already aware of directions
<b>Q5</b>	Was your check in by Norma satisfactory?
<b>A5</b>	No, she wasn't there and it took 5 calls over 40 mins to contact her and then she explained that she had left the keys under a flower pot for us.
<b>Q6</b>	Was she friendly and helpful?
<b>A6</b>	She came to see us the next morning and she was pleasant but she didn't run through anything including the alarm.
<b>Q7</b>	Was everything ready for your arrival?
<b>A7</b>	No, shutters were down, apt had a very musty smell and needed airing, the outdoor table and chairs were in the living room and there was a rack of towels in the middle of the living room too.
<b>Q8</b>	Was the apartment clean & tidy?
<b>A8</b>	Yes, other than the items in the living room mentioned in Q7
<b>Q9</b>	Did Norma explain all details to you (e.g. alarm code)?
<b>A9</b>	No
<b>Q10</b>	Did Norma carry out the inventory check with you on arrival and on departure?
<b>A10</b>	No
<b>Q11</b>	Did you find the apartment well equipped?
<b>A11</b>	Yes
<b>Q12</b>	Did you find the Information folder useful?
<b>A12</b>	Yes
<b>Q13</b>	Did you discover any good restaurants or days out which you would recommend?
<b>A13</b>	We have always enjoyed La Piazza (Austrian Rest) in La Fuente Comm Centre. Really good food, great service and you can order anything from the main menu as a take away. It gets busy so good idea to make a reservation.
<b>Q14</b>	Would you visit again or recommend us?
<b>A14</b>	Yes
<b>Q15</b>	Any other comments?
<b>A15</b>	We had a great time and enjoyed our stay. We think the location is fabulous and really enjoyed the club house facilities as well as the beautiful walks around the golf course.

