



Dear Guest,

On behalf of the staff at The Anabella Hotel, I would like to welcome you and thank you for choosing The Anabella for your visit to The Anaheim Resort. It is our goal to make sure your stay is most enjoyable. Our staff is available to assist you in any way we possibly can. If there is anything we can do to make your stay more enjoyable, please don't hesitate to call our Guest Services staff at ext 472 anytime throughout your stay.

Sincerely,

The Staff at The Anabella

PLEASE CIRCLE THE APPROPRIATE RESPONSE

1. *How did you hear about our hotel?*
 Referred by a friend Travel Agent
 Convention Housing Internet/Web Site
 Special Promotion/Ad Walk-In
 Other _____

2. *How did you make your reservations?*
 Internet/Web Site Group Sales
 Hotel Toll Free 800# Walk-In
 Travel Agent/AAA
 Other _____

3. *Upon your arrival, were you properly welcomed by our staff?*
 Yes No

4. *Was your check-in handled in a courteous and efficient manner?*
 Yes No
 If no, explain: _____

5. *Did your accommodations meet your expectations?*
 Yes No
 If no, explain: _____

6. *Did you encounter difficulties with our hotel?*
 Yes No
 If yes, explain: _____

7. *Would you return to The Anabella again?*
 Yes No
 If no, explain: _____

8. *Please, rate the following:*

	Excellent	Good	Average	Poor	N/A
Telephone Services	1	2	3	4	5
Reservation Center	1	2	3	4	5
Guest Services Staff	1	2	3	4	5
Housekeeping Staff	1	2	3	4	5
Maintenance Staff	1	2	3	4	5
Restaurant	1	2	3	4	5

Comments: _____

9. *Was there a member of our staff whom made your stay enjoyable?*
 Employee's Name _____
 Comments _____

10. *Are there any recommendations you have to improve our hotel?*

Comments _____

Room # _____ Departure Date _____
 Name _____
 Address _____
 City _____ State ____ Zip _____
 Country _____