

# Customer satisfaction survey

To help us tailor our service to suit our customer needs, we would be very grateful if you could complete our simple survey

PLEASE WRITE CLEARLY OR TICK THE APPROPRIATE BOX

Cottage name \_\_\_\_\_

Date of holiday \_\_\_\_\_

Number in party \_\_\_\_\_

Number of children aged

5-17  2-4  under 2

Number of adults aged

21-35  36-45  46-55  56-65  66+

Did your holiday live up to expectations?      YES TOTALLY      YES PARTLY      NO  
           

Were you happy with your cottage?                 

Were you happy with the facilities?                 

What did you particularly like about your holiday? \_\_\_\_\_

\_\_\_\_\_

If your holiday did not live up to expectation - why not? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How would you rate the following on a scale of 1-5: (5 highest)

	1	2	3	4	5
Your arrival/ greeting/ key arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of cottage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level and control of heating in cottage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space and comfort of cottage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eco friendly credentials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gardens and Courtyards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of owners and staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cranmer Country Cottages guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility to coast and surrounding attractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brochure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Home Farm

CRANMER COUNTRY COTTAGES

Booking influences and Green credentials

Which internet search terms do you use?

- Luxury holidays/holiday accommodation
- Norfolk
- Uk holidays
- Short breaks
- Luxury self catering/holidays
- Farm stay holidays
- Eco friendly/green holidays
- Tennis courts
- Cycling holidays
- Walking holidays
- Birdwatching holidays
- East Anglia holidays
- Swimming pool
- Child friendly
- Family friendly
- Baby friendly
- Group accommodation
- Accessible accommodation

What was the main criteria for choosing to book with us?

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How do you feel about our green credentials, was it part of your selection criteria?

Would you think about it in the future?

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Please let us know the wildlife you have seen at Home Farm for our wildlife diary

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If you would like to receive our newsletter frequent visitor special offers and late availability discounts, if so please supply your email address here

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Would like us to add a friend to our brochure mail out

Thank you for taking the time to complete our feedback it is very much appreciated.

Lynne & John Johnson

JUNE 2010