

**JW MARRIOTT HOTEL HONG KONG**

*Thank You* for choosing Marriott Hotels, Resorts, and Suites for your recent trip. Our goal is to completely satisfy our guests on every stay. Could you take a few minutes to give us your comments? In order to make the most of your valuable feedback, this information will be shared with hotel management. We appreciate your help as we do our best to continually improve.

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Country: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_ Guest Room Number: \_\_\_\_\_

*Please use pen.*

**Overall Impressions...**

1. We are interested in how satisfied you were with your experience at the Marriott Hotel listed above.  
Overall, how would you rate your experience? .....

	Excellent										Poor
	10	9	8	7	6	5	4	3	2	1	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If in this area again, how likely would you be to stay at **this** Marriott rather than other hotels in this city? .....

	Definitely Will	Probably Will	May or May Not	Probably Will Not	Definitely Will Not	Not Returning To Area
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Compared to other similarly priced hotels that you have stayed at during the past six months within the same general area, would you say that:

	Much Better	Better	About the Same	Worse	Much Worse	Didn't stay at other hotel in area in past 6 months
a. this Marriott overall is .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. the physical condition of this Marriott is .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. the overall service at this Marriott is .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How will your experience at **this** Marriott influence your likelihood to stay at **other** Marriott hotels in the future? .....

	Much More Likely	Somewhat More Likely	No Effect	Somewhat Less Likely	Much Less Likely
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. My experience at this hotel helped me to accomplish my purpose for traveling .....

	Strongly Agree										Strongly Disagree	Don't Know
	10	9	8	7	6	5	4	3	2	1		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**About Your Experience...**

6. Thinking of your experience at **this** Marriott, please rate the following:

	Excellent										Poor	N/A
	10	9	8	7	6	5	4	3	2	1		
a. Staff service overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Your room overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Maintenance and upkeep of the hotel .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. Check-in experience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Feeling of security .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f. Overall breakfast experience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g. Overall lunch experience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h. Overall dinner experience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
i. Overall restaurant experience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
j. Overall room service .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7. Please indicate your level of agreement or disagreement with each of the following statements about your experiences at this hotel:

	Strongly Agree										Strongly Disagree	Don't Know
	10	9	8	7	6	5	4	3	2	1		
a. The staff made me feel welcome throughout my experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. The staff treated me as a valued customer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. The room was completely clean .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. Everything in the room was in working order .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. The staff anticipated my needs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7. (continued) Please indicate your level of agreement or disagreement with each of the following statements about your experiences at this hotel:

	Strongly Agree	10	9	8	7	6	5	4	3	2	Strongly Disagree	1	Don't Know
f. The <b>bed</b> was <b>comfortable</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The <b>staff</b> were <b>knowledgeable</b> about the hotel .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The <b>staff</b> were <b>knowledgeable</b> about the local area .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The <b>room</b> enabled me to get a <b>good night's rest</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The <b>hotel</b> enabled me to <b>be productive</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. The <b>hotel</b> enabled me to <b>relax and enjoy</b> my stay .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. The <b>meeting/event rooms</b> were <b>comfortable</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Did you receive your **preferred room type** (e.g., bed type, non-smoking)? .....  Yes  No  Don't Recall

**Problems Experienced...**

9. Did you experience any problems with the hotel during this stay? .....  Yes  No (skip to question 13)

10. Please describe the problem(s) you experienced during this stay: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

11. How many times did you need to speak to someone before the problem was resolved? (If you experienced more than one problem, select the most severe problem with regard to this question) .....  Did not Report  Once  Twice  3 or more times  Problem Still Not Resolved

12. Please indicate how well the hotel resolved this problem in regard to your expectations .....  Did not Report  Much Better Than Expected  Better Than Expected  Same as Expected  Worse than Expected  Much Worse than Expected

**About You...**

13. Are you currently a member of the **Marriott Rewards Programme**? ...  Yes  No  Don't Recall

14. What was the purpose of your trip? .....  Convention/ Meeting at Hotel  Other Business  Relocation  Leisure/ Personal  Combination Business/ Leisure/ Personal

15. How many **nights** did you spend in a hotel in the last twelve months for **business** or **leisure**?  
 Business nights .....  1-9  10-24  25-49  50-74  75+  
 Leisure nights .....  1-9  10-24  25-49  50-74  75+

16. Are you male or female? .....  Male  Female

**Additional Comments...**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Thank You for your participation!*  
*Please return this questionnaire in the enclosed business reply envelope as soon as possible.*

Meeting the needs and expectations of our customers has always been our highest priority and that includes protecting your privacy. The sole purpose of this survey is to allow us to measure and monitor guest satisfaction at our hotels. Responses to this survey are forwarded to our headquarters office in the United States for analysis and follow-up. You are not required to provide any personal information such as your name and address when completing the survey. If you choose to provide personal information it may only be used for follow-up contact regarding your survey responses. If you have