

Hello Matt Micek,

Thank you for your recent stay at DoubleTree by Hilton. We know you have a choice in hc greatly appreciate your business.

As a valued guest, your feedback is important to us.

We would appreciate if you would take a short survey about your stay at

DoubleTree by Hilton Raleigh - Brownstone - University

where you checked out on May 13, 2014. This survey should take 3-5 minutes to complete

http://survey.medallia.com/?cx856wy3d7s858y

We value your opinion and look forward to hearing about your stay.

Sincerely,

DoubleTree by Hilton





















Choose Language: English

Thank you for taking the time to tell us about your stay at

<u>DoubleTree by Hilton Raleigh - Brownstone - University</u>





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START	FINISH	

For the following areas, please rate your satisfaction with THIS DoubleTree by Hilton hotel, using a 10 point scale, where "10" represents "Extremely Satisfied" and "1" represents "Extremely Dissatisfied".

(Green)

On this hotel stay, how satisfied were you with:

,			Satis	sfied	Neit	her	Dissat	isfied	Extre Dissai		
	10	9	8	7	6	5	4	3	, 2	1	
Your OVERALL EXPERIENCE as a guest?	0	Ó	0	0	0	E.	O	0	0	0	
Quality of SERVICE overall?	O	(_3	0	4)	0	(")	0	(<u>)</u>)	Ü	0	
Quality of ACCOMMODATIONS overall?	0	0	0	Ö	0		0	0	0	0	
Quality of Pre-arrival/arrival experience?	0	0	O	0	0	()	Q	(3	0	0	
Quality of Departure experience?	21 ³ 3	73	-73	0	/***	()	0	0	0	()	
		nitely suld		ably ould		nt or t Not		ably d Not	Defii Woul		
	10	9	8	7	6	5	4	3	2	1	
How likely would you be to stay at THIS hotel again if you were to return to this area (for the same purpose)?	7	-01	\circ	Ŋ	:)	Ð	."}	43	*()*	0	
How likely would you be to stay at ANY DoubleTree by Hilton again in the future?	0	0	0	(2)	0	0	-0	0	O	O	
How likely would you be to RECOMMEND this hotel to someone else, if they were to require a hotel in this	<u>ن</u>	0	٥	٥	\circ	0	Ö	0	Ö	ं	



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Were vou made	aware of our	Make It Right	service com	mitment duri	na vour stavä

ି Yes

○ No

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Why d	lid you select the DoubleTree by Hilton Raleigh - Brownstone - University for this stay?
O	Past experience with the hotel
٥	Past experience with the brand
0	Location of hotel
0	Hilton HHonors Loyalty Program
0	Restaurant(s)
0	Spa
O	Personal recommendation
0	Online reviews/ratings
1,3	Did not have a choice/Company mandate
O	Other
Back	Next



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	emely sfied	Satis	sfied	Nei	ther	Dissa	tisfied		emely tisfied	N/A
10	9	8	7	6	5	4	3	2	1	
23	0	0	Ö	Ċ)	13	1,3	0	9	O	$\cdot \rangle$
24	(2)	0	j.Ω.	77		(*)	175	:0	A.	,

HOTEL STAFF

Appearance of lobby

Speed/efficiency of arrival process

	Extre Satis	emely stied	Sati	sfied	Nei	ther	Dissa	tisfled	Extra Dissa	amely tistled	N/A
	10	9	8	7	6	5	4	3	2	1	
Helpfulness of hotel staff	0	()		()	0	0	()	0	0	O	()

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DOUBLET REE

GUEST ROOM

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Cleanliness of bathroom	0	0	\Diamond	\Diamond	\bigcirc	्रि	\circ	0	0	\bigcirc	0
Quality of Bathroom Amenities (Soap, Shampoo, etc.)	0	Ó	0	(J)	0	Ō	0	0	O	0	Э
Room smelled fresh/clean	0	0	0	O	()	Ō	0	0	(<u>)</u>)	: }	0
Cleanliness of room	-0	0	Ō	0	9	0	1,7	÷	-0	0	7)
Condition of room furnishings	O	0	Ç)	0	0	\circ	0	4)	÷	$\langle \hat{\cdot} \rangle$	0
Quietness of guest room	0	©	O	0	\Diamond	Ö	Ö	0	Ó	Ö	í,)
Heating/cooling/ventilation system worked properly	0	\circ	0	O	0	O	Ö	Ö	0	€)	0

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Brand Promise

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		NA
	10	9	8	7	6	5	4	3	2	1	
Our brand promise is to ensure we provide the special comforts and acts of kindness that make the traveler feel human again. Did we deliver on this brand promise during your stay?	()	Ú)		O	0	्	-0	0	√_ja	0	0

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