



Hello Matt Micek,

Thank you for your recent stay at DoubleTree by Hilton. We know you have a choice in hotels and we 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

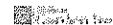
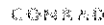
where you checked out on May 13, 2014. This survey should take 3-5 minutes to complete.

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

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

Sincerely,

DoubleTree by Hilton

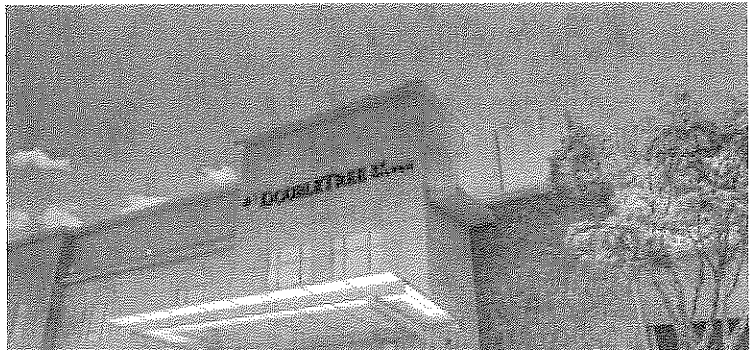


Choose Language:

English

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

DoubleTree by Hilton Raleigh - Brownstone - University





Were you made aware of our Make It Right service commitment during your stay?

- Yes
- No

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Why did you select the DoubleTree by Hilton Raleigh - Brownstone - University for this stay?

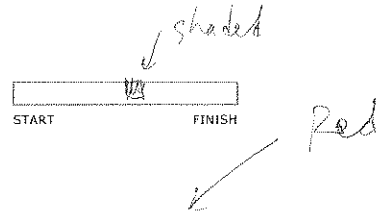
- Past experience with the hotel
- Past experience with the brand
- Location of hotel
- Hilton HHonors Loyalty Program
- Restaurant(s)
- Spa
- Personal recommendation
- Online reviews/ratings
- Did not have a choice/Company mandate
- Other

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Green
↓



ARRIVAL

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Appearance of lobby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed/efficiency of arrival process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOTEL STAFF

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Helpfulness of hotel staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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START FINISH

GUEST ROOM

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Cleanliness of bathroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Bathroom Amenities (Soap, Shampoo, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room smelled fresh/clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of room furnishings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quietness of guest room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating/cooling/ventilation system worked properly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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START FINISH

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?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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