

Choose Language:

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

Hilton Palm Springs

where you checked out on November 2, 2013.

This survey should take 3-5 minutes to complete.

You can leave the survey at any time and return to a partially completed survey. All your responses will be captured up to the point at which you last pressed the next button. You can return to where you left off by clicking the survey link in the email you received. Your link will expire on November 12, 2013.

[Begin Survey](#)

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START _____ FINISH

What was the primary purpose of your trip?

Business

- Individual/Solo
- Group business

Leisure

- Family
- Couple
- Individual/Solo
- Other

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On this hotel stay, how satisfied were you with:

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied	
	10	9	8	7	6	5	4	3	2	1
Your OVERALL EXPERIENCE as a guest?	<input type="radio"/>	<input checked="" 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 SERVICE overall?	<input checked="" 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 ACCOMMODATIONS overall?	<input type="radio"/>	<input checked="" 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 Pre-arrival/arrival experience?	<input checked="" 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 Departure experience?	<input type="radio"/>	<input checked="" 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"/>

	Definitely Would		Probably Would		Might or Might Not		Probably Would Not		Definitely Would Not	
	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)?	<input checked="" 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"/>
How likely would you be to stay at ANY Hilton again in the future?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely would you be to RECOMMEND this hotel to someone else, if they were to require a hotel in this area in the future?	<input type="radio"/>	<input checked="" 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"/>

	Excellent		Very Good		Good		Fair		Poor	
	10	9	8	7	6	5	4	3	2	1
Please rate the VALUE that you received for the price paid. Was it...	<input type="radio"/>	<input checked="" 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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For the following areas, please rate your satisfaction with THIS Hilton hotel, using a 10 point scale, where "10" represents "Extremely Satisfied" and "1" represents "Extremely Dissatisfied" with an "N/A" column at the end.

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 checked="" 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 checked="" 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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HOTEL STAFF

	Extremely Satisfied	Satisfied	Neither	Dissatisfied	Extremely Dissatisfied	N/A				
Helpfulness of hotel staff	10	9	8	7	6	5	4	3	2	1
	<input checked="" 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	
Quality of Bathroom Amenities (Soap, Shampoo, etc.)	<input type="radio"/>	<input checked="" 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 checked="" 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"/>
Comfort of bed (mattress, cover, linens, pillows)	<input type="radio"/>	<input checked="" 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 checked="" 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 checked="" 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 checked="" 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 checked="" 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 bathroom	<input type="radio"/>	<input checked="" 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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Of the following additional facilities or amenities, which one(s) did you use during your stay? (check all that apply)

- Pool
- Breakfast
- Spa
- Business Center
- Bell Service
- Concierge
- Internet access from your guest room
- Bar
- Meeting/Conference/Social Event Facilities
- In-Room Dining/Room Service
- Restaurant - Lunch/Dinner
- Fitness Center
- Executive Lounge

- None

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START FINISH

For the following areas, please rate your satisfaction with THIS Hilton hotel, using a 10 point scale, where "10" represents "Extremely Satisfied" and "1" represents "Extremely Dissatisfied" with an "N/A" column at the end.

Pool

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Condition of pool	<input checked="" 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

For the following areas, please rate your satisfaction with THIS Hilton hotel, using a 10 point scale, where "10" represents "Extremely Satisfied" and "1" represents "Extremely Dissatisfied" with an "N/A" column at the end.

HOTEL SAFETY/SECURITY

	Extremely Satisfied		Satisfied		Neither		Dissatisfied		Extremely Dissatisfied		N/A
	10	9	8	7	6	5	4	3	2	1	
Hotel safety/security	<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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Please rate your agreement with the following statements regarding this Hilton hotel, using a 10 point scale, where "10" represents "Strongly Agree" and "1" represents "Strongly Disagree".

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	10	9	8	7	6	5	4	3	2	1
Our brand promise is to ensure every guest feels cared for, valued and respected. 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"/>

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