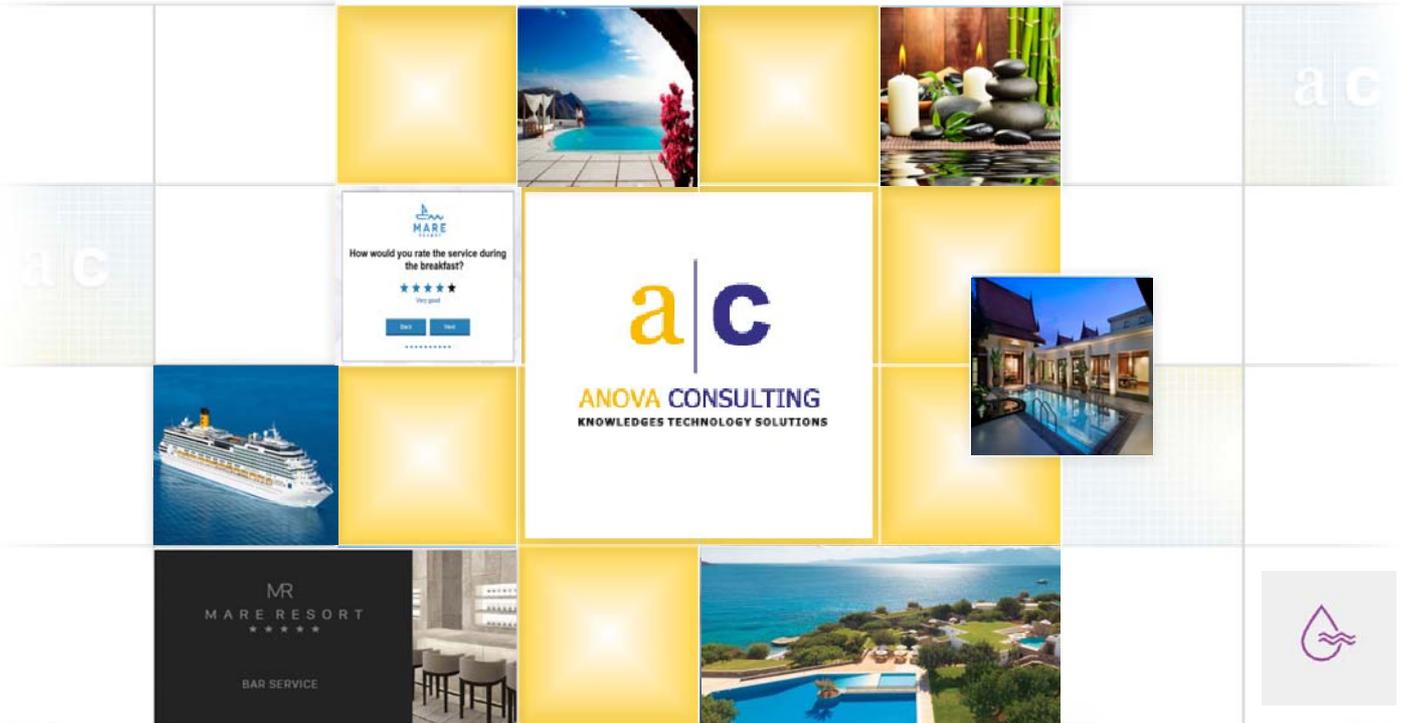


Survey123® System



“Measure” your customer satisfaction

Are you managing a Resort, a city hotel or a cruise boat? Are you responsible for the customer experience? Are you working in the marketing department of a Hotel?

- Would you like to have a tool to improve your guests satisfaction and their feeling of nurturing?
- Would you like to know what is the opinion of your guests regarding the level of the services you offer to them?
- Would you like your guests to be able to express their complains directly to the management, so that they can undertake corrective action?
- Would you like to have many positive reviews in the reviews sites?

With the Survey123® system you can!! ...

Survey123® System consists of a combination of the following:

- ⇒ Especially designed hospitality documents that can be found in the rooms, at the various facilities and all the common areas of the hotel.
- ⇒ Online and printed questionnaires per facility and service.
- ⇒ Elegant signs with printed QR Codes in all the common areas of the hotel.
- ⇒ Software to capture, organize and analyze all the satisfaction data.
- ⇒ Management procedures to plan, implement, monitor the system and exploit the information produced.



Benefits of Survey123® System:

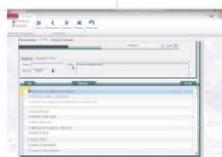
The Survey123 [hospitality documents](#) is one more step in your efforts to make your guests feel that you care .

Guests can [express](#) at any moment their [complaints](#) or [satisfaction](#) and the guest relations manager will be notified by email within minutes.

The existence of [Plexiglass signages](#) with printed QR Codes in the common areas and the facilities of the hotel alerts the staff.

The [statistical data](#) and guest [comments](#) from the surveys, demonstrate the strong points of your hotel, as well as the weak points identified by your guests.

The identification of your [Promoters](#) — guests with high satisfaction scores — means that you can introduce them to your loyalty club with benefits such as special prices and gifts.



Contact us for a live presentation !!!

Anova Consulting

19,Karea str., Mets, Athens, Greece

T: +30-210-9200287, F: +30-210-6400526, E: sales@anova.gr,

URL: www.anova.gr