Thank you for choosing Anova Virtual Hotel & Resort for your vacation. Our goal is to continuously improve and enrich our services, so your opinion is very important to us. Spend a few minutes of your time and fill out the questionnaire. Thank you in advance and we hope to welcome you again in our hotel.

Reservation (Please rate the ....)

	Excellent	Very Good	Good	Fair	Poor
Service on arrival and check-in.	☐	☐	☐	☐	☐
Arrival and departure procedures.	☐	☐	☐	☐	☐
Reception's ability to answer your questions.	☐	☐	☐	☐	☐

Room / Bathroom (Please rate the ....)

	Excellent	Very Good	Good	Fair	Poor
Cleanliness of your room.	☐	☐	☐	☐	☐
Size of the room.	☐	☐	☐	☐	☐
Amenities of the room.	☐	☐	☐	☐	☐
Interior of the room.	☐	☐	☐	☐	☐
Lighting and temperature of the room.	☐	☐	☐	☐	☐
Quality of sleep.	☐	☐	☐	☐	☐
Quality of bed.	☐	☐	☐	☐	☐
Quality of room service.	☐	☐	☐	☐	☐
Condition of the bathroom.	☐	☐	☐	☐	☐
Cleanliness of the bathroom.	☐	☐	☐	☐	☐
Room overall.	☐	☐	☐	☐	☐
Value for money.	☐	☐	☐	☐	☐

Restaurant / Bar / Food (Please rate the ....)

	Excellent	Very Good	Good	Fair	Poor
Quality of food at breakfast.	☐	☐	☐	☐	☐
Quality of food at lunch.	☐	☐	☐	☐	☐
Quality of food at dinner.	☐	☐	☐	☐	☐
Hot and fresh food.	☐	☐	☐	☐	☐
Cleaningless of bar.	☐	☐	☐	☐	☐
Cleaningless of restaurant.	☐	☐	☐	☐	☐
Variety of food and beverages.	☐	☐	☐	☐	☐
Choice of items available on the menu	☐	☐	☐	☐	☐
Existence of different food for children.	☐	☐	☐	☐	☐
Staff's knowledge in bar.	☐	☐	☐	☐	☐
Staff's efficiency in service.	☐	☐	☐	☐	☐
Staff's speed in service.	☐	☐	☐	☐	☐

Please rate the overall impression of ....

	Excellent	Very Good	Good	Fair	Poor
Greek restaurant.	☐	☐	☐	☐	☐
Italian restaurant.	☐	☐	☐	☐	☐
Mexican restaurant.	☐	☐	☐	☐	☐
Asian restaurant.	☐	☐	☐	☐	☐
Chinese restaurant.	☐	☐	☐	☐	☐
Fast food restaurant.	☐	☐	☐	☐	☐
Pizzeria.	☐	☐	☐	☐	☐
Sea food restaurant.	☐	☐	☐	☐	☐
Main bar.	☐	☐	☐	☐	☐
Beach bar.	☐	☐	☐	☐	☐
Pool bar.	☐	☐	☐	☐	☐
Wine bar.	☐	☐	☐	☐	☐
Santorini bar.	☐	☐	☐	☐	☐

Staff (Please rate the ....)

	Excellent	Very Good	Good	Fair	Poor
Their friendliness and courtesy.	☐	☐	☐	☐	☐
The ability to respond to your needs.	☐	☐	☐	☐	☐
The quality of service in concierge.	☐	☐	☐	☐	☐
The ability of the reception staff to answer your questions properly.	☐	☐	☐	☐	☐
The ability of staff to be helpful.	☐	☐	☐	☐	☐
The knowledge of staff in the restaurant.	☐	☐	☐	☐	☐
The knowledge of staff in the bar.	☐	☐	☐	☐	☐
Staff's training and cooperation with the customers.	☐	☐	☐	☐	☐

Problems

	Yes	No
Did you report any problems during your stay?	☐	☐
If so, were these problems solved?	☐	☐

Overall Impression and Satisfaction

	Yes	No
Is it your first time in this hotel?	☐	☐
Were you pleased that you decided to visit this hotel?	☐	☐
Would you choose this hotel again for a future holiday?	☐	☐
Would you suggest this hotel to your friends?	☐	☐
Visiting this hotel exceeded your expectations?	☐	☐

ABOUT YOU   (Optional)

Surname _____

Name _____

e-Mail _____ Telephone _____

Age ____ Sex ____ Country _____

Arrival and Departure Date _____ Room No ____

Purpose of stay _____

Please rate the ...	Excellent	Very Good	Good	Fair	Poor
Service you have received.	☐	☐	☐	☐	☐
Hotel appearance.	☐	☐	☐	☐	☐
Lobby and the reception.	☐	☐	☐	☐	☐
Condition of fitness facilities.	☐	☐	☐	☐	☐
Condition of spa facilities.	☐	☐	☐	☐	☐
Condition of pool facilities.	☐	☐	☐	☐	☐
Sports facilities.	☐	☐	☐	☐	☐
Quality of internet access.	☐	☐	☐	☐	☐
Variety of cable TV channels.	☐	☐	☐	☐	☐
Shuttle service.	☐	☐	☐	☐	☐
Hotel location.	☐	☐	☐	☐	☐
Overall experience.	☐	☐	☐	☐	☐

COMMENTS :