

## CUSTOMER SURVEY

Thank you for filling out this survey and helping us to improve our services.

### ACCES TO THE TOURIST OFFICE :

**A. Was it easy to find the Tourist Office?**



**B. Was it easy to find parking nearby?**



**C. Tourist Office opening hours?**



### THANKS TO YOU THE TOURIST OFFICE IS IMPROVING

#### A. The reception area

**a) What do you think of the reception area?**

Cleanliness



Furniture (comfort et temperature)



Presentation and decoration



**b) Relating to the self-service documents, are you satisfied with?**

The diversity and themes proposed



The organisation of the leaflets



**c) Did you find the items in our boutique:**

Representative of our town and region



Nicely displayed (display cases/units ...)



Your suggestions : .....

#### B. Information from the reception staff:

Waiting time before being served?



Availability of the reception staff



Courtesy of reception staff



Attentiveness



Comprehension of your enquiry



### GENERAL SATISFACTION

**With the Tourist Office and the reception agent**



Your suggestions:

We thank you for taking some time to fill in this questionnaire. Please put it in the box intended for this.