

Valuation form for guided tours in Metz

In order to improve our services related to guided tours, we would be grateful, if you could complete this form and return it to us by fax, mail or during your tour.

Name:

Date of the tour:

Reservation:

How did your booking happen?

Very well well moderately not satisfying

More details:

How was the quality of the reception at the tourist office?

Very well well moderately not satisfying

More details:

The guide:

Was he/she on time?

yes no

If not, how long did you wait? _____

Was he/she polite and friendly?

Very well well moderately not satisfying

More details:

The quality of the comments was?

Very well well moderately not satisfying

More details:

Were the comments adapted to the audience?

yes no

If not, your critics:

Were you satisfied with the price paid?

yes no

If not, your critics:

Remarks and suggestions:

Thank you for the time you devoted to this questionnaire

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