



Customer Feedback

We really value your feedback and would like to use this information to improve our cottages and service. Please spare a few moments to fill in the enclosed questions and circle the most appropriate response and add comments as necessary. **Where indicated, please rate on a scale of 1-4 with 1 = excellent, 2 = good, 3 = fair, 4 = poor.**

Initial Contact

1. Where did you first find information regarding Dream Cottages?

Printed Media	Which one?	Internet	Which one?
Tourist Board Guide	<input type="checkbox"/>	Website link	<input type="checkbox"/>
Newspaper	<input type="checkbox"/>	Search Engine	<input type="checkbox"/>
Daltons Weekly	<input type="checkbox"/>	Holiday Site	<input type="checkbox"/>
Magazine	<input type="checkbox"/>	Teletext	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>	Other	<input type="checkbox"/>

2. How easy was it to find us?

1 2 3 4

Comments:

3. What was the quality of our response to your initial enquiry to Dream Cottages, including providing sufficient information and responding quickly?

1 2 3 4

Comments:

Information Provided / Booking your Cottage

4. Did you find our brochure or our website www.dream-cottages.co.uk helpful in choosing and booking your cottage?

1 2 3 4

Please let us know which you used: Brochure Website

Can you remember who you spoke to?.....

5. Did you find our staff helpful if they assisted you in choosing and booking your cottage?

1 2 3 4

Comments:

6. Was the information provided to you sufficient for you to book your cottage? Please comment if other information would have been useful.

1 2 3 4

Comments:

7. Was the way in which you were required to pay for the cottage clear and convenient?

1 2 3 4

Comments:

