



Welcome to  
**South Lodge Guest House**  
19 The Vale, Broadstairs, Kent CT10 1RB, England  
tel: + 44 (0) 1843 600 478, mob: + 44 (0) 7984 177 577  
www.VisitSouthLodge.co.uk e-mail: Info@VisitSouthLodge.co.uk



## **South Lodge customer feedback.**

We work hard at trying to ensure your stay at South Lodge is a wholly good experience.

To aid us in this we ask all guests to complete a feedback form at the end of their stay, ([see example on the next page](#)).

To date the response has been very encouraging with 94% rating the service we offer as excellent. Also, 100% of our customers who have completed the forms have said they would recommend us to others.

The feedback has been very useful to Christa & I and we have enhanced a number of services directly as a result of what our customers have told us, as well as identifying things we have got wrong occasionally.

The feedback has also confirmed our decision not to offer a traditional English breakfast, a fry up. A few of our customers have suggested we do offer a fry up, but overall our customers have rated our breakfasts as 97% excellent, with frequent comments such as *"the breakfast was par excellence, with such variety, indeed unparalleled. Keep up the good work, highly recommended. BD& IC"*.

If you do decide to stay at South Lodge please help us to maintain and improve the high standards we are achieving by completing the feedback form at the end of your stay.

Please note for the comfort and safety of our guests we are strictly a **"No Smoking"** Guest House and we regret we are not able to take pets.

## South Lodge feed back form

1 Red	2 Yellow	3 White	4 Blue	5 Library	6 Family Suite

Our aim is to provide you with a quality service in pleasant and relaxed surroundings. To enable us to do this we need to know what you think of us. You will be helping us greatly if you take a few minutes to complete this questionnaire.

1. How would you rate the quality of the accommodation?

	Bad	Average	Excellent
Bedroom Decoration			.....
Bedroom Furniture			.....
Ensuite / Bathroom facilities			.....
Hospitality tray			.....
Hotel environment overall			.....

How could we improve any of the above?

.....

.....

2. What did you think of the breakfast on offer at South Lodge?

	Bad	Average	Excellent
Quality			.....
Variety			.....
Quantity			.....

What improvements could we make?

.....

.....

3. How would you rate the attitude & responsiveness of the staff?

	Bad	Average	Excellent
			.....

4. What was the reason for your visit?

Holiday / Work / Visiting friends or family / Wedding

Other .....

5. Would you recommend us to others?      **YES / NO**

Name: .....      Date: .....

Thank you for completing the form.