



CUSTOMER SATISFACTION SURVEY

As a marina user, we would like to invite you to complete a brief questionnaire about your customer experience. This is important as it will help us to make an informed judgment on the standards of this facility and will contribute to our Gold Anchor rating. Please can you answer the following questions and return the questionnaire to us directly to the marina office.

1. Generally, are you satisfied with your stay?

Very satisfied ☐ Satisfied ☐ Not very satisfied ☐ Dissatisfied ☐

2. Please tick your degree of satisfaction for each heading below.

	Dissatisfied	Not very satisfied	Satisfied	Very satisfied
Lighting and security in the marina				
The sanitary facilities				
The welcome and helpfulness				
Appearance and ambiance of the marina (cleanness, equipment)				
The restaurant facilities				
Nautical professionnals				
Marina / visitors reception opening hours				
Social programme				
Car parking facilities				
The touristic documentation				

3. Would you recommend this harbour? (circle the number corresponding to your feeling)

Not at all

Absolutely

1	2	3	4	5	6	7	8	9	10
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4. Do you have any other comments?

5. Have you heard about Gold Anchor award and its' inspection criteria

please visit www.goldanchor.org

☐ yes

☐ no

Thank you for your participation