

An Activity of the Baptist Churches of New South Wales & ACT

## GUEST FEEDBACK

The management of Kiah Ridge trust you enjoyed your stay as our guest. Our aim is one of continual improvement and development of Kiah Ridge to reflect our guest's expectations when they stay with us. Your comments will help us achieve this aim.

DATE OF STAY: \_\_\_\_ / \_\_\_\_ / \_\_\_\_      GROUP NAME: \_\_\_\_\_

How did you hear about Kiah Ridge?

- |   |   |
|---|---|
| <input type="checkbox"/> Previous Experience              | <input type="checkbox"/> Personal recommendation      |
| <input type="checkbox"/> Internet                         | <input type="checkbox"/> Venue Finder                 |
| <input type="checkbox"/> Print Advertising (where? _____) | <input type="checkbox"/> Other, please specify: _____ |

*Please indicate on a scale of 1-9, where 1 = not at all & 9 = greatly exceeded.*

Did your stay at Kiah Ridge meet your expectations?    1 \_\_\_\_\_ | \_\_\_\_\_ 9

Our catering team's aim is to please all tastes and special dietary needs. Were you satisfied with the meals?

- |                        |                   |
|------------------------|-------------------|
| Quality?               | 1 _____   _____ 9 |
| Quantity of serve?     | 1 _____   _____ 9 |
| Presentation?          | 1 _____   _____ 9 |
| Mealtime organisation? | 1 _____   _____ 9 |

What improvements or changes would you like to see made at Kiah Ridge?

*(many improvements have come about and implemented as a result of our guest's suggestions)*

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If there were any disappointing aspects of your stay, please indicate what they were:

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Please give your comments on what you feel would be helpful – especially the facilities, our staff, their attitude, and Kiah Ridge's location.

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Would you recommend Kiah Ridge to others?    Yes    No

Please comment: \_\_\_\_\_

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(Optional) NAME: \_\_\_\_\_ and Phone No: \_\_\_\_\_  
*if you choose to allow us to contact you. (confidentiality is assured).*

Thank you for your timely cooperation in returning this sheet in the stamped and addressed envelope provided.  
*Further comments may be made overleaf.*