

Comment Card Summary

Casa Digital

Departed 08/10/03 to 09/05/03

09/08/03

Submitted 09/02/03 to 09/08/03

Id	Question	Total Answer	No Answer	Average	Count of Guest's Answers									
					1	2	3	4	5	6	7	8	9	10
1-10 Scale Questions														
12	Was your reservation handled properly?	49		9.31					1	2	2	3	9	32
13	Upon check-in, was the front desk friendly and professional?	49		9.61						1		4	7	37
14	Upon check-in, was the bell staff friendly and professional?	49		9.02				4			3	7	5	30
15	Was your room clean and everything in good working order?	48	1	9.19	1				1		2	5	9	30
16	If concierge services were used, were they helpful, professional, and accurate?	37	12	8.89	1			1	1	1		6	5	22
17	Were the lobby, hallways, and other public areas neat and clean?	49		9.57						1	1	3	8	36
18	If you visited the Gallery Lounge, was the service prompt and courteous?	27	22	9.00			1	1		1		3	4	17
19	If you dined in the Crystal Room, was the service prompt and courteous?	31	18	9.32	1						1	2	5	22
20	Were all items prepared and properly served in an appealing manner?	40	9	9.65							1	3	5	31
21	If you used our banquet rooms, were they clean, well-equipped, and well-staffed?	8	41	9.88									1	7
22	If valet parking was used, was it handled in a timely and courteous manner?	29	20	9.62							2	1	3	23
23	Did we meet your price-value expectations?	49		9.59							1	5	7	36
24	Overall, how would you rate the operation of our hotel?	49		9.47							1	5	13	30
31	Upon check-out, was the front desk friendly and professional?	46	3	9.59						1		5	5	35

Id	Question	Total Answer	No Answer	Average	Count of Guest's Answers										
					1	2	3	4	5	6	7	8	9	10	
32	Upon check-out, was the bell staff friendly and professional?	44	5	9.50					1			5	7	31	
33	If you used room service, was it timely, professional, and correct?	22	27	9.59					1				4	17	
Yes/No Questions					No										Yes
25	Would you allow us another opportunity to be your hotel of choice in New Orleans?	49		10.00										49	
Text Questions															
26	How did you hear about our hotel?	42	7												
27	If any employee went out of their way to make your stay pleasant, please list their name here:	16	33												
28	Please make any additional comments or suggestions here:	31	18												
Totals					3		1	2	9	7	14	57	97	485	