
Casa Digital

Departed 06/22/03 to 07/17/03

Submitted 06/24/03 to 07/19/03

Comment Card - Written Comments

07/19/03

Source
Employee
General

Submitted: 06/24/03 08:06:08 AM Score: 8.11
Guest : Clark, John Room 713
Res# 186608 Dates: 06/20/03 to 06/22/03

Source comment: hotels.com

General comment: Valet parking is a little too steep compared to other major hotels in the area. We enjoyed the rooftop pool and hot-tub. the staff was excellent and the room was beautiful. Very nice touch on the hot chocolate and pbj's (my kids will remember that for a long time). They already want to come back!

Submitted: 06/26/03 11:58:33 AM Score: 10.00
Guest : Estep, Curtis Room 912
Res# 189196 Dates: 06/21/03 to 06/23/03

Source comment: Friend

General comment: Great Hotel I will recommend your hotel to all. Great room service & best Gumbo in town.

Submitted: 06/26/03 11:49:40 AM Score: 9.91
Guest : Ardis, Cynthia Room 511
Res# 186534 Dates: 06/19/03 to 06/22/03

Source comment: Conference was booked here

Special Employee comment: Lead front desk young man - don't know his name

General comment: Our bathroom door squeaked when opened. I kept forgetting to tell anyone, so your staff didn't have an opportunity to correct this. I did report it upon checkout. Otherwise, you would have had a 10 there too! Anthony at the front desk - he was working Saturday afternoon and Sunday as well -attended to any need we expressed. The food during the conference was excellent. The young man who worked in our meeting room was also very polite. I have raved about your hotel. It was beautiful! We loved the letter on the bed and the turndown service. Superb visit!

Submitted: 06/29/03 01:28:28 PM Score: 10.00
Guest : Sczuka, James Room 420
Res# 183010 Dates: 06/25/03 to 06/26/03

Source comment: internet advertisement

Special Employee comment: Justin the concierge was fantastic. great recommendations

General comment: We relied on Justin the concierge and were extremely satisfied. I am in the service business. Very, Very professional. We used four different concierge and all were great but Justin was fantastic. Thank you for a beautiful stay and will recommend you to others.

Submitted: 06/29/03 01:26:21 PM Score: 9.27
Guest : Engel, Rene Room 731
Res# 186392 Dates: 06/23/03 to 06/24/03

Source comment: Walked by on previous visit

Special Employee comment: Door Man, Tyrone. All staff was great. Special thanks to Front Desk and Concierge.

General comment: Special kudos to: Concierge, Melissa(?), was incredibly helpful and efficient. All front desk staff (sorry I don't remember specific names). Paula(?), in guest services.

How about installing a sauna and/or steam room? Then everything would be complete.
Thank you for a great stay! I'm looking forward to coming back soon.

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Departed 06/22/03 to 07/18/03

Submitted 06/24/03 to 07/19/03

Comment Card - Written Comments

07/19/03

Source
Employee
General

Submitted: 07/11/03 09:54:29 AM Score: 9.69
Guest : Knafo, Daniel Room 718
Res# 186723 Dates: 07/06/03 to 07/09/03

Source comment: Other Employees told me about it.

General comment: Would love to stay on a regular basis, is there a way we can set up a corporate rate?

Submitted: 07/12/03 04:14:40 PM Score: 8.22
Guest : Hudy, Cathy Room 425
Res# 183742 Dates: 07/06/03 to 07/09/03

Source comment: Email invitation

General comment: Food and service was great. Coffee in the rooms would be a great addition. Asking for input like this is very impressive. I'll be back.

Submitted: 07/12/03 09:31:48 PM Score: 9.58
Guest : Chenault, Rowana Room 830
Res# 179955 Dates: 07/09/03 to 07/11/03

Source comment: My husband and I have stayed with you 6 times.

Special Employee comment: Bell staff -(Day Shift) Mabel?

General comment: The icemaker and hairdryer in Suite 830 was not working. It did not cause any inconveniences to my family. FYI only...

Submitted: 07/17/03 10:44:02 AM Score: 9.92
Guest : Apodaca, Patrick Room 415
Res# 183737 Dates: 07/14/03 to 07/16/03

Source comment: Internet offer

General comment: It was a very pleasurable stay - Your Hotel and staff are both first-rate! The only suggestion would be to increase the morning staff to handle check-outs more efficiently - especially on Friday mornings when groups of business guests are all trying to get checked out at the same time.

Submitted: 07/19/03 06:32:45 PM Score: 9.64
Guest : Rogozinski, Mark Room 318
Res# 183729 Dates: 07/15/03 to 07/17/03

Source comment: Corporate meeting

General comment: Beautiful hotel, especially lobby and rooms. I was in room 318 and toilet kept running (handle would stay down). Please pass on to maintenance.

Totals 10 source comments
 4 employee comments
 10 general comments