

Comment Card Summary

Casa Digital

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

07/19/03

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

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?	77	1	9.58	2							2	10	63
13	Upon check-in, was the front desk friendly and professional?	78		9.45	1		1		1	1		3	12	59
14	Upon check-in, was the bell staff friendly and professional?	76	2	9.36	1				1	3		5	13	53
15	Was your room clean and everything in good working order?	78		9.01	1		1	1	3		3	9	13	47
16	If concierge services were used, were they helpful, professional, and accurate?	57	21	9.56				1			1	5	6	44
17	Were the lobby, hallways, and other public areas neat and clean?	77	1	9.62						1	1	4	14	57
18	If you visited the Gallery Lounge, was the service prompt and courteous?	44	34	9.09			1		1	1	2	5	8	26
19	If you dined in the Crystal Room, was the service prompt and courteous?	47	31	9.11		1			1		3	6	8	28
20	Were all items prepared and properly served in an appealing manner?	50	28	9.16					1	3	2	5	9	30
21	If you used our banquet rooms, were they clean, well-equipped, and well-staffed?	15	63	9.47					1		1			13
22	If valet parking was used, was it handled in a timely and courteous manner?	39	39	9.49					1		2	1	7	28
23	Did we meet your price-value expectations?	76	2	9.34	1					2	3	4	16	50
24	Overall, how would you rate the operation of our hotel?	76	2	9.38				1	1	1	2	3	20	48
31	Upon check-out, was the front desk friendly and professional?	77	1	9.53	1							8	11	57

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?	76	2	9.43					2	2	2	4	11	55	
33	If you used room service, was it timely, professional, and correct?	32	46	9.03	1				1	1	2	2	3	22	
Yes/No Questions					No										Yes
25	Would you allow us another opportunity to be your hotel of choice in New Orleans?	75	3	9.52	4										71
Text Questions															
26	How did you hear about our hotel?	71	7												
27	If any employee went out of their way to make your stay pleasant, please list their name here:	23	55												
28	Please make any additional comments or suggestions here:	50	28												
Totals					12	1	3	3	14	15	24	66	161	751	