

# VacationRentalsWaikiki.com Guest Comment Card

Your name: \_\_\_\_\_ Check-in date: \_\_\_\_\_

How did you learn about us?

Family/friends

Search Engine

Craigslist

Tripadvisor/Flipkey

Other \_\_\_\_\_

How would you rate the following services and amenities?

5=Excellent, 3=Average, 1=Poor

Reservation process	5	4	3	2	1
Your accommodations	5	4	3	2	1
Staff helpfulness	5	4	3	2	1
Staff friendliness	5	4	3	2	1
Condo cleanliness upon arrival	5	4	3	2	1
Cleanliness: What could use more attention?	_____				

Did you experience any problems during your stay? (If no, skip to page 2.)

Room

Internet access

TV/Remote

Broken item

Staff attitude

Bathroom

Water

Air conditioner

Reservations

Noise

Electricity

Billing

Pests

Other \_\_\_\_\_

Problem description: \_\_\_\_\_

Did you report the problem? Yes No

When did you report the problem? \_\_\_\_\_

How would you rate the problem resolution?

5=Excellent, 3=Average, 1=Poor

Satisfaction	5	4	3	2	1
Timeliness	5	4	3	2	1

Did our website accurately represent our condo?	Yes	No
If you return to Waikiki, would you choose to stay with us?	Yes	No
Would you recommend our vacation rental to others?	Yes	No

We warmly welcome any additional comments, suggestions or ideas you have which would help us make your next visit more enjoyable.

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Mailing list.

Please email me a couple times a year to say hello, provide me with Hawaii travel tips and your current rates.

Thank you for staying with us!