

Sampling of Customer Survey Responses

Customer Response #258

How might we improve your stay?

Response: Could you please keep the noise down in those hallways? I came here to relax! Also, there are screens everywhere we go. We are trying to get away from work and our normal lives.

Customer Response #276

I call the concierge and she says she will get to my request later today since she is very busy. The she suggests I call the restaurants myself. Then I call for reservations at three of the restaurants here at the hotel, and they are all booked. This is a vacation?

Customer # 284

I went to the tennis shop and the Pro was trying to push me into a tournament which I did not want to play in. I really just like to play with my husband when I am here and don't want tournaments or round robins! We just want to relax.

Customer #287

From the moment I arrived, there was someone constantly knocking on our door from towels to turning down beds and returning dry cleaning, and stocking our mini-bar.

How did you hear about us? For the four customers above they answered thusly:

Social media: 3-X

Friends/family: 0

Magazine ad: 1-X