

Unit11

Any comments?



Get ready to read

- Have you ever been asked to fill in a questionnaire? What was it about?
Tick ✓ one or more of the boxes.
something you had bought ☐ conditions at work ☐
facilities or services in a town ☐ other (specify what)
a holiday ☐
- If you wrote about the feedback from some questionnaires, which of these would you include? Tick ✓ one or more of the boxes.
a a description of how you devised the questionnaire ☐
b information about how long it took to devise ☐
c an analysis of the feedback ☐
d conclusions from the feedback ☐
e recommendations for changes based on the feedback ☐
f recommendations for future questionnaires ☐

go to Useful language p. 85

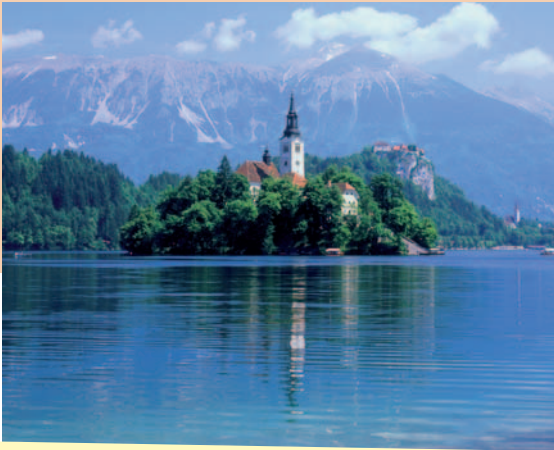
A Holiday questionnaire

1 Ivana works for Mountain Travel, a British travel company that arranges holidays in Europe. As part of her job, she has to read feedback from clients about their holidays. Read the questionnaire on the opposite page and answer the questions.

- Which country did the client visit?
Slovenia.....
- Which areas did he visit?
.....
- Which hotels did he stay in?
.....
- Did he enjoy his holiday?
.....

2 Which of these aspects of the holiday did the client particularly like? Tick ✓ one or more of the boxes.

- the bedroom at the Vila Orel ☐
- the breakfasts at the Vila Orel and the Hotel Bella Vista ☐
- the picnic lunches at the Vila Orel and the Turist Hotel ☐
- the welcome and service at the Turist Hotel and the Hotel Bella Vista ☐



Did you know ...?

Slovenia is a small country in south-eastern Europe to the east of Italy. It is one of the six republics that made up the former Yugoslavia. Much of the land is mountainous and is very good for walking; the highest mountain is Mount Triglav (2,863 m) in the Julian Alps in the north-west. The town of Kranjska Gora is a popular resort in both summer and winter. Bled, on the shore of Lake Bled, and Lake Bohinj also attract many walkers and skiers.

3 Look at the client's two comments about the hotels. Circle the correct words in these sentences.

- Comment 1 is *positive* / *negative*.
- Comment 2 is mainly *positive* / *negative*.

4 Underline the client's criticism in each comment.

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RM	DR	ACT	CR	RESP



Mr B Drummond CF6 4UE

MOUNTAIN TRAVEL POST-HOLIDAY QUESTIONNAIRE

We are constantly working to maintain and improve all aspects of our service. Your comments are vital to us in this effort and are much appreciated. Please use our special FREEPOST address: Mountain Travel Ltd, FREEPOST, York Y03 7BT.

The Lakes & Julian Alps – a holiday in Slovenia

HOW WOULD YOU DESCRIBE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR HOLIDAY?

Please tick as applicable:

Very satisfactory	<input checked="" type="checkbox"/>	Satisfactory	<input type="checkbox"/>
Fairly satisfactory	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>

ACCOMMODATION

Please rate aspects of each hotel on a scale of 1 to 5, with 5 the highest score.

	Vila Orel (Kranjska Gora)	Turist Hotel (Lake Bohinj)	Hotel Bella Vista (Lake Bled)
Bedroom	5	3	4
Breakfast	5	4	5
Picnic Lunch	3	3	n/a
Welcome & service	4	3	3
Hotel Facilities	4	4	4

Do you have any other comments about the hotels?

- ① We had paid for picnic lunches in both the Vila Orel and the Turist Hotel - every day we got the same boring cheese roll. Would it not be possible for guests to make their own picnic from the breakfast buffet?
- ② The Vila Orel is very nice indeed. Its location near the river and at the foot of the mountains is something special. My only criticism is that there is no lift - the poor receptionist had to carry my suitcase up two flights of stairs!

TRAVEL

Please rate aspects of your travel arrangements on a scale of 1 to 5, with 5 as the highest score

FLIGHTS

Adria Airways ☒

TRANSFERS

Taxi Jager ☒
Taxi Pehta ☒

Each questionnaire is read by a member of our senior management and all comments are used to improve our holidays. Any negative comments will be particularly scrutinized and shared with hoteliers or other of our partners where appropriate.

Please tick this box only if you wish to receive a reply to the points you have raised on your questionnaire: ☐
You can expect a response within three weeks of your questionnaire arriving with us.

MANY THANKS FOR COMPLETING THIS QUESTIONNAIRE

5 What does Mountain Travel claim to do with any negative comments it receives? Tick ✓ one or more of the boxes.

- a They consider any negative comments very carefully. ☐
- b They always pass on negative comments to the hotel owners. ☐
- c They always let the client know what they have done in response to his or her comment. ☐

6 What do you think Mountain Travel might do in connection with Mr Drummond's comments?

7 Look at some more clients' comments and decide if each one is mainly positive (P) or mainly negative (N). Then think about how Mountain Travel could deal with any negative comments.

- a I understood that the Vila Orel was in Kranjska Gora - but it's 20 minutes' walk from the town. Waking there and back in the dark to the nearest restaurant is not my idea of fun! ...N...
- b Our holiday was at the end of September, so the hotels were quiet. My friend and I had booked a twin room. However, we each had a large double room in the attic at the Vila Orel. The rooms were wonderful!P
- c It's lovely to have the swimming pools at the Vila Orel and Turist Hotel - and to have them to yourselves!P
- d The Turist Hotel is in a very quiet location off the main road at the far end of the lake. Wouldn't it be possible to stay at the opposite end of the lake - in the village of Bohinj itself? I noticed the Hotel Julija there. It's very near the lake, and there are shops and things!P
- e The Hotel Bella Vista has wonderful gardens and a fantastic location. I don't recommend staying there on Saturday night, however! When we were there, a wedding party went on until five am. The music was incredibly loud and the receptionist didn't want to do anything about it!N

Class bonus

Write some positive and negative comments about a hotel you have stayed in. Exchange your comments with a partner. As you read your partner's comments, imagine you are Ivana. Is each comment positive or negative? What – if anything – might you do about the negative comments?