

Dear guest,

We would like to inform you that you have chosen a tourist farm which has been awarded the Ospitalità Italiana seal by the Chamber of Commerce. We would therefore like to ask for your comments, in order to verify that the service you have received has satisfied your expectations. Your replies are extremely important because they will help us to guarantee that future customers receive an high standard of service. Thank you.

How would you judge the overall standard of service in this tourist farm?

-2 -1 0 +1 +2

**On arrival**

Welcome

Efficiency/promptness of service

Courtesy and helpfulness

**Areas at your disposal**

Usability

Directions (signs, hours)

Staff in charge

Environment/atmosphere

**Apartments/rooms**

Cleanliness

Comfort

Maintenance

Furnishings

**Bathrooms**

Cleanliness

Decoration

Comfort

**Restaurant / dining area**

Cleanliness

Furnishings

Place settings

Comfort

Politeness and helpfulness

Produce available/local recipes

Variety of produce at mealtimes

Overall, how satisfied were you with your stay at this tourist farm?

very  quite  
 not much  not at all

If you answered "not much" or "not at all", please give your reasons

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Would you recommend this tourist farm to a friend or acquaintance?

yes  no

Name of the tourist farm (indicate region and province)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer's details (optional):

country of residence

\_\_\_\_\_

\_\_\_\_\_

city

\_\_\_\_\_

**GUIDE TO RATINGS**

0 in line with your expectations  
+1 higher than your expectations  
+2 much higher than your expectations  
-1 below your expectations  
-2 far below your expectations

The completed questionnaire may be left with the establishment or sent via fax to: +39.06.85.40.516. Alternatively, you may write directly to [isnart@isnart.it](mailto:isnart@isnart.it) or use the online form on [www.10q.it](http://www.10q.it).