

Breakfast rating	Score between 1 & 5 1: Extremely DISSATISFIED 5: Extremely SATISFIED				
	1	2	3	4	5
Arrival and efficiency of the queuing system					
Welcome and seating					
Explanation of breakfast menu and service					
Menu design/choice					
Quality of cold food served during breakfast					
Quality of hot food served during breakfast					
Quality of beverages served during breakfast					
Appearance and hygiene of employees, uniforms, name badges, PPE					
Employees maintaining correct physical distancing and adhering to safe and hygienic service procedures					
Employee's attentiveness – did they interact well with you during service?					
Speed, efficiency, and flow of service					
Ambience (light, heat, music, etc.) and presentation of facilities in the restaurant					
Standard of cleanliness and maintenance in the restaurant					
Value for money					

## Sample guest satisfaction survey (continued)

What was the highlight or most pleasing aspect of breakfast?

Is there anything you would change or improve about breakfast?

Overall, how would you rate your satisfaction with the breakfast experience?

1	2	3	4	5	6	7	8	9	10

Additional comments

Would your experience encourage you to return and to recommend the hotel to others?

	Yes	No

## Guidance in Developing Guest Surveys

- ▶ Icons could be used instead of words (see below) for scoring
- ▶ The survey could be a hard copy (like a comment card), it could be accessed through a QR code on the guest's mobile device or it could be emailed to the guest after their stay
- ▶ If handing out the survey to guests in the dining room, place a box near the exit into which guests can place their survey without having to hand it to a staff member
- ▶ Consider using Visual Cues in your survey design to make customer rating easier as in the example below

### Example Layout of Customer Survey using Visual Cues

Breakfast rating					
Arrival and efficiency of the queuing system					
Welcome and seating					