



RESORT SATISFACTION SURVEY

We hope you enjoyed your stay with us! To help us better serve you, please complete this survey and return it to the reception desk or complete online at www.terraverdehoa.com/feedback at your convenience. Thank you!

Statement	Poor	2	3	4	Excellent
My overall experience here was good, and I would recommend this Resort to my friends.					
Entry					
Welcome at Front Gate					
Efficiency of resort entry process					
Clarity of instructions/directions on entry					
Check in					
Welcome at front desk					
Politeness & attitude of concierge staff					
Efficiency & helpfulness of staff					
Speed of check-in process					
Cleanliness					
Clubhouse Lobby, Lounge, Games Room, Gym, etc.					
Rest Rooms					
Amenities					
Business Center					
Gym, Games Room, ATM, DVD Rental					
Pool					
Spa					
Pool Deck Areas					
Tikki Bar					
Sports Facilities					
Playground					
Overall Appearance of the Resort Grounds					
Check out					
The check-out process was timely and efficient.					
Optional					
Name:	Email:				
Address in Terra Verde:	Dates of stay:				
How did you hear about the Terra Verde Resort?					
Additional Comments or Suggestions:					