

10. Do you have any comments or suggestions on the Tourist Office services:

Your profile :

11. Have you already been to the French Riviera?

- Yes No

12. Which of the following age brackets do you belong to?

- Under 18 35-49
 18-24 50-64
 25-34 65 or over

13. What is your occupation ?

- Independent farmer
 Skilled tradesman, trader, manager
 Executive, higher professional, independent professional
 Intermediate professional (technician, foreman, ...)
 Employee
 Worker
 Retired
 Other - Unemployed

14. You are : Single A couple With your family
 Convention / Business Other

15. Where do you come from?

- France : Zip code : _____
 Country : _____

*Please you for taking the time to answer this questionnaire.
Thanks to leave it in the box provided. Thank you.*



Satisfaction Questionnaire



OFFICE DE TOURISME This mark shows conformity with the standard NF X 50-730 and the certification rules NF237. It guarantees that the activities of reception and information, promotion/communication, production, marketing and sale of tourist services and products, store, event development and management, service quality assessment and improvement are monitored regularly by AFNOR Certification – 11, rue Francis de Préssensé – 93571 LA PLAINE SAINT DENIS Cedex – France – www.marque-nf.com

Concerned about a continuous improvement of our services and in order to come up to your expectations, we set up this satisfaction questionnaire.

We would be grateful if you would fill in this questionnaire and then leave it in the box provided for it.

We thank you for answering as genuinely and spontaneously as possible.

This will only take about 5 minutes of your time.

Suggestions and comments are welcomed on page 3.

Day of your visit: _____

Accessibility to the Tourist Office

1. Concerning the accessibility to the Tourist Office, are you satisfied with the following criteria:

| | Very satisfied | Satisfied | Not very satisfied | Very dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Ease in finding the Tourist Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease in parking close by | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opening Hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| What is your overall assessment of the Tourist Office accessibility? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Premises of the Tourist Office

2. Concerning the premises, are you satisfied with the following criteria:

| | Very satisfied | Satisfied | Not very satisfied | Very dissatisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Surroundings (neatness, temperature, ...) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comfort of premises | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Self-service tourist information (display units, filing, ...) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| What is your overall assessment of the Tourist Office premises? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Competence of personnel – Overall assessment of the Tourist Office services and suggestions on possible improvements.

3. Did you try to make contact with the Tourist Office personnel?

- Yes
 No (⇒ directly go to question 9)

4. How long did you have to wait before making contact with the Tourist Office personnel?

_____ minutes

5. Concerning the attitude and competence of the personnel, are you satisfied with the following criteria:

| | Very satisfied | Satisfied | Not very satisfied | Very dissatisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Waiting time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy of your interlocutor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Listening | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understanding of your request | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reply suited to your request | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quickness to obtain an answer to your request | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| What is your overall assessment of the Tourist Office personnel ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. Did the personnel give you some brochures ?

- Yes
 No, but you would have liked some
 Not concerned (your request didn't require some)

7. Did the personnel redirect you to other organizations if necessary?

- Yes No
 Not concerned

8. Did the personnel encourage you to discover other tourist activities? (events, sites, museums...)

- Yes No

9. What is your overall assessment of the Tourist Office services?

- Very satisfied Very dissatisfied
 Satisfied No opinion
 Not very satisfied