

Name:
Date of Stay: 7/25/09-8/1/09
Room Number:

Before Arrival
 How did you hear about Turneffe Island Resort:

 Have you stayed with us before? _____
 Did you book through:
 Travel agent Our sales office Internet
 Was the pre-trip information adequate: Yes No
 Comments: _____

Fishing
 At what other salt water destination have you fished?

 What is your fishing orientation? Fly Spin
 What is your fishing experience level?
Fresh water:
 Beginner Intermediate Experienced Pro
Salt water:
 Beginner Intermediate Experienced Pro
 Who was your guide? _____
 Friendliness/helpfulness of fishing staff 4 3 2 1
 Technical skill & knowledge of Guide 4 3 2 1
 Schedule/promptness 4 3 2 1
 Rental equipment 4 3 2 1
 Describe your overall fishing experience with us:

Key: 1 – poor, 2 – fair, 3 – good, 4 – excellent

Transfer to Turneffe Island Resort

Meeting at airport	4	3	2	1
Boat transfer	4	3	2	1
Welcome on the island	4	3	2	1

Comments: _____

Other Activities
 Did you enjoy our spa services, do you have any recommendations?

 Which other activities did you participate in?

 Are there any other activities you would like to see at the resort on your next visit? _____

Accommodation

Comfort	4	3	2	1
Cleanliness	4	3	2	1

Did it fulfill your expectations Yes No
 If not, why? _____

Management and Staff
Managers:
 Friendliness and helpfulness 4 3 2 1
 Efficiency and organization 4 3 2 1
 Skills and knowledge 4 3 2 1
 If a particular member of our staff stood out or if you have any complaints please let us know:

Dining

Overall quality of food	4	3	2	1
Breakfast	4	3	2	1
Lunch	4	3	2	1
Dinner	4	3	2	1
Food service	4	3	2	1
Bar service	4	3	2	1

Comments and suggestions: _____

Would you visit Turneffe Island Resort again?
 Yes No
 Would you recommend us to someone else?
 Yes No
 Please list what you enjoyed and/or disliked:

Diving
 Where else have you been diving? _____

 Friendliness/helpfulness of dive staff 4 3 2 1
 Dive staff skills and knowledge 4 3 2 1
 Schedule/promptness 4 3 2 1
 Variety of dive sites 4 3 2 1
 Rental equipment 4 3 2 1
 What did you think of the day out at the Blue Hole?

 Describe your overall dive experience with us:

