

20150903-0001-2



Kindly fill in the following survey as a feedback for our Welcome Dept. to assist us to improve our services. The gathered info will be strictly confidential, is highly valued, and will be taken into consideration for improving our service. Please note that no action will be taken under any circumstances against any staff member. Thank you, enjoy your stay in Lebanon and have a safe trip. ICRC Welcome Beirut

Name (Optional):	Function :	Date :
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Purpose of the trip: Professional Workshop/Seminar Support Mission DAM BOM EOM Compensation/Holidays Other: _____

Services experienced: Accommodation Transportation (taxi/ ICRC car) Flight Arrangements Workshop/Seminar/Meeting Cash

What areas need improvement, if any: Accommodation Transportation (taxi/ ICRC car) Flight Arrangements Workshop/Seminar/Meeting Cash

Suggestions for improvement: _____

Transportation Part
Was your pick up/drop off info communicated beforehand: <input type="checkbox"/> Yes <input type="checkbox"/> No
Were the offered pick up / drop off on time: <input type="checkbox"/> Yes <input type="checkbox"/> No // If not, how much they're late: _____
Did the driver (Taxi / ICRC) greet you properly: <input type="checkbox"/> Yes <input type="checkbox"/> No If not, why: _____

Accommodation Part
Are you satisfied with the Hotel services: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____
The Hotel room is in good condition: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____

Service Part
Were the Welcome team helpful with regard to your requests: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____
Are you satisfied with the offered services: <input type="checkbox"/> Yes <input type="checkbox"/> No If not, why: _____
Hints (in your opinion) to improve the Welcome Services and why: _____
Your overall impression of the offered services: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Poor Why: _____
How do you rate the Welcome Dept. in a scale from 01 (poor) to 10 (best): <input style="width: 50px; border: 1px solid black;" type="text"/> Why: _____

Workshop/Seminar Part
Was the hotel conference room convenient: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____
Were the hotel staffs helpful with regard to your requests: <input type="checkbox"/> Yes <input type="checkbox"/> No Rate it from 01 (poor) to 10 (best): <input style="width: 50px; border: 1px solid black;" type="text"/>
Was the quality and quantity of the meals and coffee break provide good: <input type="checkbox"/> Yes <input type="checkbox"/> No Rate it from 01 (poor) to 10 (best): <input style="width: 50px; border: 1px solid black;" type="text"/>
Was the quality of the equipment provided, well: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____
In general, was the organization good: <input type="checkbox"/> Yes <input type="checkbox"/> No Remarks: _____
Other comments: _____