



---

SS Road , Lakhtokia , Guwahati - 781 001 , Assam, India  
Tel : + 91 361 2516021, 6110555 Fax : + 91 361 2514112 Email: info@dynastyhotel.in

---

**Dear Guest,**

*On behalf of the staff at Hotel Dynasty, we thank you for choosing Hotel Dynasty as your preferred destination at Guwahati. We look forward to make your every stay most enjoyable and memorable and through your feedback we can continue to refine the excellent services offered by Hotel Dynasty.*

*We request you to take a moment to fill out the form below and submit it to us.*

*Assuring you the best of our services at all time.*

*Thanking you*

**General Manager**

Name: \_\_\_\_\_

E-mail : \_\_\_\_\_

Address : \_\_\_\_\_

Room No: \_\_\_\_\_

Check in Date: \_\_\_\_\_

check out date: \_\_\_\_\_

Comment : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How would you rate our services for?**

|                    | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
|--------------------|------------------|-------------|-------------|-------------|
| Front Office       | 1                | 2           | 3           | 4           |
| Rooms              | 1                | 2           | 3           | 4           |
| The Spa            | 1                | 2           | 3           | 4           |
| Restaurants        | 1                | 2           | 3           | 4           |
| Banquets           | 1                | 2           | 3           | 4           |
| Telephone Operator | 1                | 2           | 3           | 4           |
| Security           | 1                | 2           | 3           | 4           |

**How would you rate employees in terms of?**

|                      |   |   |   |   |
|----------------------|---|---|---|---|
| Friendliness         | 1 | 2 | 3 | 4 |
| Grooming             | 1 | 2 | 3 | 4 |
| Efficiency           | 1 | 2 | 3 | 4 |
| Communication        | 1 | 2 | 3 | 4 |
| Willingness to serve | 1 | 2 | 3 | 4 |
| Proactive behavior   | 1 | 2 | 3 | 4 |

**Any particular employee  
you would like to praise?**

---

**Is this your first visit?**

---

**Would you come to our  
hotel again?**

---

**If no, please explain**

---

---

**Would you recommend our  
hotel to others?**

---

---

**Any recommendation/  
suggestion you have to  
improve our hotel services?**

---

---