



SWALLOWTAIL COMMENT CARD

We are glad you were here and hope you enjoyed your visit! Please help us make your next stay an even better one by taking a few moments to share your thoughts about your vacation experience. Your opinions are important to us!

You can leave your comment card in your villa or e-mail Swallowtail@cglhhi.com Comment Card can also be completed on Swallowtail website www.swallowtailatseapines.com

Would you like a follow-up to your stay? Telephone: _____ Email: _____

Swallowtail Unit # _____ Date(s) _____ I am a: Guest Owner

	Excellent	Good	Average	Fair	Poor	N/A
<u>Your Arrival and Departure</u>	6	5	4	3	2	1
Satisfaction with your check-in process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with your checkout process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness/Courtesy of our staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge of area information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggestions: _____						

Your Vacation Home Maintenance

Did your Internet and TV work properly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was everything in working order?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If not, what problems did you experience? _____						
Handling of Maintenance requests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggestions: _____						

Your Vacation Home Housekeeping

Cleanliness of unit upon check-in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of your linens, towels, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of appliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with pool, spa, tennis, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of common areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggestions: _____						

Other general suggestions: _____