# BBD Travels Survey

### Name & Date:

### I hope you enjoyed your vacation! To help us better serve you, please complete this survey and return it at your convenience. Thank you!

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Statement | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| My overall experience on my vacation was good, and I would recommend using BBD Travels to my friends. |  |  |  |  |  |
| Check in process (Airport/Hotel/Cruise port) |
| My reservation was accurate. |  |  |  |  |  |
| The check-in process was timely and efficient. |  |  |  |  |  |
| The check-in staff was courteous. |  |  |  |  |  |
| Guest Room/Cabin |
| My room/cabin was clean and comfortable. |  |  |  |  |  |
| My room/cabin was furnished appropriately. |  |  |  |  |  |
| My view or location was perfect. |  |  |  |  |  |
| Travel Agent Services |
| My agent was reliable and friendly. |  |  |  |  |  |
| My agent was knowledgeable and fully answered my questions. |  |  |  |  |  |
| My agent was courteous and professional. |  |  |  |  |  |
| My agent explored several options and offered the lowest fare according to my needs. |  |  |  |  |  |
| Food and Dining |
| The food and dining staff was courteous. |  |  |  |  |  |
| The food quality was good. |  |  |  |  |  |
| Amenities/location |
| The location was better than to be expected. |  |  |  |  |  |
| Amenities (pool, hot tub, exercise room) were clean, attractive, and properly equipped. |  |  |  |  |  |
| Check out (Airport/Hotel/Cruise port) |
| The check-out process was timely and efficient. |  |  |  |  |  |
| I received a complete and accurate bill. |  |  |  |  |  |
| Tell me your experience: |

Thank you for taking the time to fill out this survey. **This information may appear on our website.** [www.bbdtravels.com](http://www.bbdtravels.com)

Tomaka Bennon, BBD Travels