|  |  |  |
| --- | --- | --- |
| SITE LOGO | **SATISFACTION SURVEY** | 🕑*Only takes 2 minutes!* |

**To increase the quality of the services we provide, may we ask you to complete this survey. This way we will be able to meet your requirements in an even better way, and make your visit even more pleasant. Thank you!**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Not applic-able** | **Extremely**  **Unsatisfied** | | **Somewhat satisfied** | **Very**  **satisfied** | **Extremely**  **satisfied** | **Comments** |
| **SERVICES** | | | | | | | |
| Access | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Car park | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Access to visitors' entrance | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Opening hours | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Toilets | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Bar/Cafeteria | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Shop | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| **RECEPTION** | | | | | | | |
| Waiting time at reception | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Enthusiasm of the employee | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Quality of the information provided | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| **THE TOUR ITSELF** | | | | | | | |
| **⇨ If you choose the self-guided tour** | | | | | | | |
| Signposting of the tour itinerary | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Explications (panels, audio guide, etc.) | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| Value for money | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |
| **⇨ If you choose the guided tour** | | | | | | | |
| Duration | 🞏 | | 🞏 | 🞏 | 🞏 | 🞏 |  |
| Information provided orally by the guide | 🞏 | | 🞏 | 🞏 | 🞏 | 🞏 |  |
| Interaction with the guide | 🞏 | | 🞏 | 🞏 | 🞏 | 🞏 |  |
| Value for money | 🞏 | | 🞏 | 🞏 | 🞏 | 🞏 |  |
| **OVERALL SATISFACTION** | | | | | | | |
| Overall satisfaction | 🞏 | 🞏 | | 🞏 | 🞏 | 🞏 |  |

**More information about you and the people with you:**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **GENDER** | | **AGE** | | | | | | |
|  | **Male** | **Female** | **Less than 19** | **19-24** | **25-35** | **36-45** | **46-59** | **60-69** | **Over 69** |
| You | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 1 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 2 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 3 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 4 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 5 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 6 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Person with you no. 7 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

**Your country of residence:** 🞏 Belgium 🞏 France 🞏 Netherlands 🞏 Other, please specify: ………………………..................

**Your postal code:** ……………………

**How did you come to the site?** 🞏 by car 🞏 by public transport 🞏 by bike 🞏 Other: ………..................

**If you are on a journey here, in what type of accommodation are you staying?**

🞏 Friends/family 🞏 Hotel, please specify……………………………………….. 🞏 Holiday cottage (*gîte*)/Guestrooms (*chambre d’hôte*), please specify…………………………...

🞏 Youth hostel, please specify…………………………………………... 🞏 Other, please specify…………………………...

**Is this your first visit?** 🞏 Yes 🞏 No

**Would you recommend the site?**  🞏 Yes 🞏 No

**Are you planning to come back here?**  🞏 Yes 🞏 No

**How did you find out about this site?** 🞏 Brochure 🞏 Internet 🞏 Radio 🞏 TV 🞏 Word of mouth 🞏 Other 🞏 Not specified

**Did you visit the website of this site/of this museum before you came here?** 🞏 Yes 🞏 No

**☺ THANK YOU!**

* **Yes, I would like to receive news about the site by email.**
* **Yes, I would like to receive the newsletter of the Regional Tourist Office for Picardy Wallonia.**

My email address: …………………………………………………………………………… @ …………………………………………………………..