

Blount Hospitality House Guest Satisfaction Survey

Please Complete this Form and Leave at Front Desk with an Employee

NAME: _____ **ROOM NUMBER** _____

DATE _____ **TIME OUT:** _____

_____ **MY ROOM IS CLEAN**
 _____ **SHEETS IN LAUNDRY, NEW SHEETS ON BED & SPREAD AT FOOT OF BED, (Start machine if there is a load).**

Thank you for staying at Blount Hospitality House. On a limited budget, we try to provide a warm, comfortable home-away-from-home for families like yours. Please take a few minutes to tell us what we did well and what we can do better.

1. **How many nights did you stay at the House this time?** _____ days; 1st Stay _____ Previous stay _____
2. **How did you find out about staying at the House?** : _____ Doctor _____ Hospital Staff _____ Friend _____ Other _____
3. **What part of the House did you stay in?** _____ Upstairs _____ Downstairs
4. **How important was the availability of Blount House to your decision to bring your patient to Huntsville for care?**
 _____ Very Important _____ Somewhat Important _____ Not Important
5. **If you could NOT stay at Blount Hospitality House, where would you have stayed?**
 _____ Hotel/Motel _____ Hospital Lobby/Lounge _____ Friends/Family _____ Other _____

6. How would you rate each aspect of Blount Hospitality House services?

	Very Good ⁽⁴⁾	Good ⁽³⁾	Fair ⁽²⁾	Poor ⁽¹⁾	Can't Rate ⁽⁰⁾
Overall Quality of Your Stay					
Location					
Overall Comfort of Facilities					
Comfort of My Room					
Kitchen/Dining Facilities					
Professionalism of Staff					
Dinners Made By Volunteers					

Please check or list any repairs that need to be made to items in the room.

- 1) Lights: _____ ceiling _____ wall _____ lamp; specify _____
- 2) Stains: _____ carpet _____ spread _____ walls
- 3) Clogged: _____ sink _____ tub _____ toilet (which bathroom? _____)
- 4) Runs continually: _____ sink _____ tub _____ toilet (which bathroom? _____)
- 5) Broken furniture: _____ bed _____ dresser _____ other

What could we DO DIFFERENTLY to make Blount Hospitality House a better place for your family?

We hope you have enjoyed your stay. Please make other comments or suggestions below:

Thank you! We wish you and your family health & wellness in the future! Marydae Sneed, Executive Director