



GASSIN

La plus belle vue du Golfe

office de tourisme



BP 18, 83580 GASSIN - 04 98 11 56 51 - accueil@gassin.eu - Aire de Loisirs, montée Saint-Joseph, Gassin

SATISFACTION SURVEY

YOUR OPINION INTERESTS US!

The tourist office of Gassin set up a satisfaction survey to improve its service of reception and information. We thank you for taking few minutes of your time to answer this questionnaire. A space is reserved for various comments, remarks or suggestions.

A. Access at the tourist office

1. About your visit at the tourist office

About :	You are :	Very satisfied	Enough satisfied	Not so much satisfied	Not at all satisfied
1.1	The indication of the tourist office				
1.2	Facility to find the tourist office				
1.3	The possibility of stationing in the vicinity				
1.4	The opening hours				
1.5	Broadly the access to the tourist office?				

B. The premises of the office

2. About the premises of the tourist office :

About :	You are :	Very satisfied	Enough satisfied	Not so much satisfied	Not at all satisfied
2.1	Atmosphere (cleanliness, temperature, etc.)				
2.2	The confort				
2.3	documentation in self-service (availability, ranking, etc)				
2.4	broadly, the building of the office				

C. Contact with the staff of reception

	Yes	No (*)
3.1	Did you request information from a travel counselor	

* * If you did not try to contact an counselor, thank you to pass directly to question 8.

3.2 How many time did you wait to make contact with the travel counselor?
..... minutes

4. About your contact with the travel counselor :

About :	You are :	Very satisfied	Enough satisfied	Not so much satisfied	Not at all satisfied
4.1 Latency					
4.2 kindness					
4.3 listening					
4.4 the availability					
4.5 the comprehension of your request					
4.6 the answer given to your request					
4.7 speed of obtaining the answer					
4.7 broadly, which is your level of satisfaction concerning staff?					

5. The travel counselor :

	Yes	No	not applicable
5.1 did give you a documentation?			
5.2 did it reorientate you towards another structure to obtain more detailed information?			
5.3 did he give you extra information going beyond your question (possible activities, events, museums, etc)?			

D. GLOBAL SATISFACTION ABOUT THE TOURIST OFFICE

8. Your visit at the tourist office of Gassin:

About :	You are :	Very satisfied	Enough satisfied	Not so much satisfied	Not at all satisfied
8.1 All criteria taken into account (access, building, travel counselor):					

9 – If you have remarks, suggestions or comments concerning the tourist office of Gassin, you can use space below.

9.1

WHO ARE YOU

10. Have you ever come to the region?

- yes no

12. Your profession?

11. Your age :

- Less than 18 18-24 25-34 35-49 50-64 64 and more

13. You live...

in France (if yes the postal code :) not in France (if : which country

**THANK YOU TO HAVE ANSWERED THIS QUESTIONNAIRE
AND SEE YOU SOON IN GASSIN!**