



## Customer Service Feedback Form

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Thank you for your recent interaction with Elm Hurst Inn & Spa. We consistently strive to improve our customer service standards, and we value your opinion. We would appreciate your honest feedback on the most recent experience you had with a member of our customer service team. Thank you in advance for your participation.

Date of your visit: \_\_\_\_\_

Interaction took place:

- Online
- Over the phone
- In person

Customer service representative (if applicable): \_\_\_\_\_

1. Were you treated in a friendly and respectful manner throughout your interaction by our customer service representative?

- Yes
- No
- Somewhat

Comments:

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2. Was the customer service representative knowledgeable about our products and services?

- Yes
- No
- Somewhat

# ELMHURST

INN & SPA

Comments:

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3. Did the customer service representative provide you with all the resources and information you needed?

- Yes
- No
- Somewhat

Comments:

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4. Did Elm Hurst Inn & Spa meet or exceed your customer service expectations?

- Yes
- No
- Somewhat

Comments:

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5. Do you have any further suggestions for how we can improve our customer service interactions moving forward?

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### Contact Information

Elm Hurst Inn & Spa does not collect, use, or disclose any personal information beyond what is specifically authorized in this form, and will not retain personal information for longer than necessary to accomplish the specific purposes listed in this form and as required by law.

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Can we follow up with you if we require additional feedback?

- Yes
- No

If yes, which method of follow-up is preferred?

- Phone
- E-mail

Thank you for providing your feedback. We value customer experience and are always looking to improve.

Alon Gurman  
General Manager