

Measuring the Experience

Each preferred hotel and resort delivers a unique mix of character and atmosphere - while each is different, they all maintain the same high standard for exceptional quality and service. Thank you for letting us know about your experience so we can maintain and continually improve our standards of excellence.



P.O. Box 160938
 Big Sky, Montana 59716
 (406) 995-7858
www.lodgeatbigsky.com

Please describe your experience with respect to the following...

	Excellent	Above Average	Average	Disappointing	Not Relevant
Ease of making a reservation	()	()	()	()	()
Your first impression of the hotel.	()	()	()	()	()
Comfort of your guest room	()	()	()	()	()
Level of personal service you received	()	()	()	()	()
The attitude of our staff	()	()	()	()	()
Convenience of technology (fax, dataport, phone lines)	()	()	()	()	()
Your experience at the fitness center	()	()	()	()	()
Your thoughts on the pool & hot tubs	()	()	()	()	()
Your impression of Altitudes Lounge	()	()	()	()	()
Quality and convenience of the Breakfast Bar	()	()	()	()	()
Staff's willingness to respond to your requests	()	()	()	()	()

Did we meet your expectations? Yes No

If you returned to the area, would you stay at this hotel again? Yes No

How did you hear about us? Friend or Family Magazine Radio

Newspaper Other _____

If you used the meeting/conference rooms please answer the following questions:

	Excellent	Above Average	Average	Disappointing	Not Relevant
Comfort of meeting rooms	()	()	()	()	()
Technology and quality of equipment	()	()	()	()	()
Friendliness of sales staff	()	()	()	()	()
Timeliness of proposal	()	()	()	()	()
Meetings Materials	()	()	()	()	()

What was the primary purpose of your trip? Individual Business Leisure Conference/Meeting

Did you stay at the property on a? Weekend Weekday

Is there anything we could have done to make your stay more enjoyable? Please give us your comments:
