



Reviews and Feedback Survey

Cabin Name: Mountain Haven

Your input is important to us.

Please take a moment to complete this survey and give us your comments and suggestions.

We strive continuously to improve our guest experience. Thank You for your time.

1) How would you compare our rates to other cabin rental agencies?

Comparable

Higher

Lower

2) How easy was it to find the information you are looking for on our website?

Extremely easy

Very easy

Moderately easy

Slightly easy

Not at all easy

Comments:

3) Was online booking procedure easy?

Yes

No

Comments: Took more time than expected

4) When in contact with our office staff, while making your reservation, at check-in and/or while staying at one or our cabins, were we:

Helpful

Knowledgeable

Respectful

Friendly

Comments:

5) Were you satisfied with check-in procedures and directions?

Yes

No

Comments: no problems



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6) What was your first impression of your cabin?

Perfect

7) Was your cabin what you expected, as described/represented on the website?

Yes

No

Comments Better than expected

8) Were the amenities and supplies what you expected?

Yes

No

9) Did you find your cabin clean and everything in good working order?

Yes

No

Comments:

10) Did you call the office with any housekeeping or maintenance issues?

Yes

No

Comments:

11) Were issues/concerns handled in a timely manner?

Yes

No

Comments:

12) How would you rate your overall experience?

Excellent

Good

Fair

Poor

13) Would you come back and stay with us again?

Yes

No



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14) Suggestions/Recommendations/Comments:

We will be back.

15) We appreciate your business!

Please give testimonial of your cabin and experience so we may post on the website.

Our marriage was re-kindled in this beautiful, secluded and very private place. We will be returning.

16) May we post your testimonial on our website?

Yes

No

IMPORTANT FUN STUFF!

PHOTOS

- We would love to have some photos of your vacation to post with your testimonial, please email to info@renthelen.com

**FREE
VACATION
GIVE AWAY!**

- Your testimonial will be placed into a contest for **"BEST NORTH GEORGIA VACATION EVER" CONTEST.**
- **TWO DAYS FREE VACATION RENTAL TO BE GIVEN AWAY... LOOK FOR DETAILS THIS SUMMER ON OUR WEBSITE**

OH YEAH...

- Please like us on Face book and Google Plus! You will be rewarded!
- Discount Coupon for future reservations, will be emailed to you for your cooperation.

**Many Thanks,
Cabin Rentals of Helen**

Signature: *Randall Cole*
Randall Cole (Oct 4, 2013)

Email: catcole2010@live.com

Note: You may initial if you want to stay anonymous or sign with cabin name.