



Thanks for your time in filling out this survey.

See you soon!

Please return this survey back:

- by post: Clermont Auvergne Tourisme
Maison du Tourisme
Place de la Victoire – 63000 Clermont-Ferrand,

- by e-mail: tourisme@clermont-fd.com

- online www.clermont-auvergne-tourisme.com

Topics: « Préparer son séjour » « L'Office de Tourisme »
« Démarche Qualité »



SATISFACTION SURVEY



In order to help us improve our welcoming quality and our services, we would be grateful if you would fill in this satisfaction questionnaire.

Clermont Auvergne Tourisme
Maison du Tourisme
Place de la Victoire – 63000 Clermont-Ferrand
Tel. +33 (0)4 73 98 65 00 – Fax: +33 (0)4 73 98 64 98

www.clermont-auvergne-tourisme.com – e-mail : tourisme@clermont-fd.com

Date: /..... /2017

1. You are:

- a resident spa client a holidaymaker
- in business stays other, please specify:

2. Overall, were you satisfied with your visit to the tourist office?



3. How did you contact the tourist office ?

- telephone post email
- contact form on website social network

4. Was this the first time you contacted the tourist office?

- Yes No

5. What did you think of your telephone call?

- Waiting time
- Music while on hold
- Politeness
- Enthusiasm of staff
- Staff's ability to listen

6. What do you think of response time?



7. What do you think of the information provided by the staff at the tourist office?

- Relevance
- Clarity
- Additional suggestions
- Quality of the received documents

8. Do you have any comments or suggestions for us?