

# Home Networks Customer Satisfaction Survey-Move Out

Our goal is complete satisfaction. Please take a moment to complete this brief survey about your stay with us. Your answers are confidential and will help us improve and expand our services for future guests. Click the "Submit" button below to submit the document and follow the instructions.

Please rank your experience (Check with an "X" the category that best describes your experience):

<b>MOVE IN</b>	Dissatisfied	Satisfied	Very Satisfied
1. Directions to Property	_____	_____	_____
2. Arrival Instructions	_____	_____	_____
3. Apartment Entry Instructions	_____	_____	_____

COMMENTS:

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<b>APARTMENT</b>	Dissatisfied	Satisfied	Very Satisfied
1. Cleanliness of apartment	_____	_____	_____
2. Comfort of apartment	_____	_____	_____
3. Condition of Furniture	_____	_____	_____
4. Condition of Housewares	_____	_____	_____
5. Apartment Community Appearance	_____	_____	_____
6. Community Facilities	_____	_____	_____
7. Condition of Apartment Community	_____	_____	_____
8. Value	_____	_____	_____

COMMENTS:

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<b>STAFF</b>	Dissatisfied	Satisfied	Very Satisfied
1. Ease of Reservation Process	_____	_____	_____
2. Staff friendliness and willingness to help	_____	_____	_____

If you interacted with the Home Networks staff, please complete the following:

Did any employee provide exceptional service? YES / NO

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

COMMENTS:

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**CUSTOMER SERVICE**

I. Did you require customer service during your stay? YES / NO

If so, what was your need?

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Was your need resolved? YES / NO?

Additional Comments:

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Would you recommend Home Networks to others? YES / NO

If no, please explain.

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OPTIONAL:

GuestName: -----

We value your feedback and thank you for staying with us. We hope you enjoyed your stay and that you will call us again.