



## Reviews and Feedback Survey

**Cabin Name:** piney bear hollow

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:

### 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:



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**6) What was your first impression of your cabin?**

Very nice beautiful property

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

Yes

No

Comments

**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: Some of the lights not working lamps etc

**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



**Cabin Name:** piney bear hollow

**14) Suggestions/Recommendations/Comments:**

Very nice property, very relaxng

**15) We appreciate your business!**

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

Very nice cabin, beautiful home and very recommendable to others

**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](mailto: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:** Adam Taylor  
Adam Taylor (Feb 8, 2014)

**Email:** [Gadawgs8000@gmail.com](mailto:Gadawgs8000@gmail.com)

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