

# RESIDENT SATISFACTION SURVEY AND SUGGESTIONS

PLEASE TAKE A MOMENT TO TELL US WHAT WE ARE DOING RIGHT, WRONG, OR MAYBE WE NEED TO REVISIT A POLICY OR MAYBE YOU SEE SOMETHING THAT WE HAVE NOT SEEN. ALL INFO GIVEN IS FOR THE OWNERSHIP AND COMMUNITY MANAGER, NELLIE. THIS INFO IS 100% CONFIDENTIAL, AND WILL NOT HAVE ANY NEGATIVE EFFECT ON YOU OR ANYONE, OR EFFECT YOUR RESERVATION OR STAY.

(PLEASE PLEASE HELP US BY RESPONDING TRUTHFULLY AND HONESTLY SO WE CAN BETTER OUR COMMUNITY, STAFF AND OPERATIONS OF SEA BREEZE).

1. What was the first initial impression when you 1<sup>st</sup> arrived?
2. Did our staff escort you to your site? (during office hours?)
3. Was the staff in the office **professional** and **competent** when speaking with you in regards to the move-in paperwork and explaining the community policies, amenities and our daily activities?
4. Did the staff show you where your mail box was as part of the move in process? Were you shown on a map where your site was and given a map along with the Texas visitors catalog and all other vacation booklets?
5. While you were here, did you attend any activity/potluck/breakfast? If so, please indicate which one and tell us what you thought of the activity.
6. During your stay, did you have any maintenance issues? Did we address them?
7. Did you see visual courtesy patrol on the community?
8. What can we do to make your stay and site, the best, you can proudly call home?
9. How did you find out about our community?

*Please e-mail me anything you would like to address and scan this form back to me at [nellieschuster@yahoo.com](mailto:nellieschuster@yahoo.com). (you can mail too- attention nellie only.) Thank you very much, we look forward to making SeaBreeze your home away from Home!*

10. What were your thoughts about our website?

11. Did you receive a call to confirm your reservation a day or two before arriving?

12. Was there an employee that needs to be noticed? Good or Bad?

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