**ROSES LEISURE MARINA**

**SATISFACTION SURVEY**

 Date: \_\_\_\_/\_\_\_\_/20\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Please score from 1 (very dissatisfied) to 5 (very satisfied) the following aspects of the marina staff, the administration staff and the services provided by Roses leisure marina. | Very dissatisfied | Dissatisfied | Indifferent | Satisfied | Very satisfied |
| ADMINISTRATION | Friendliness | 1 | 2 | 3 | 4 | 5 |
| Professionalism | 1 | 2 | 3 | 4 | 5 |
| Ease of formalities | 1 | 2 | 3 | 4 | 5 |
| Information / Help | 1 | 2 | 3 | 4 | 5 |
|   |  |  |  |  |  |  |
| MARINA STAFF | Friendliness | 1 | 2 | 3 | 4 | 5 |
| Professionalism | 1 | 2 | 3 | 4 | 5 |
| Help with mooring | 1 | 2 | 3 | 4 | 5 |
|   |  |  |  |  |  |  |
| SERVICES | General appearance | 1 | 2 | 3 | 4 | 5 |
| Mooring site | 1 | 2 | 3 | 4 | 5 |
| Customer service offices | 1 | 2 | 3 | 4 | 5 |
| General information | 1 | 2 | 3 | 4 | 5 |
| Meteorological information | 1 | 2 | 3 | 4 | 5 |
| Toilet facilities | 1 | 2 | 3 | 4 | 5 |
| Fuel supply | 1 | 2 | 3 | 4 | 5 |
| Dry docking ramp service | 1 | 2 | 3 | 4 | 5 |
| Selective waste collection | 1 | 2 | 3 | 4 | 5 |
| Respect for the environment | 1 | 2 | 3 | 4 | 5 |
| Restaurants | 1 | 2 | 3 | 4 | 5 |
| Water Sports Centre | 1 | 2 | 3 | 4 | 5 |
|   |  |  |  |  |  |  |
| GENERAL | General marina evaluation | 1 | 2 | 3 | 4 | 5 |

2. Is there any information and/or services we could provide that you think would improve your stay at the marina?

 Yes No

If yes, please provide details:

3. Please use this space to give us your **comments and suggestions**:

**Classification data:**

4. Please state your normal place of residence:

* Catalonia
* Another part of Spain
* France
* Germany
* United Kingdom
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. How do you know of the Roses Leisure Marina?

* I am from Roses or the surrounding area.
* Visiting Roses.
* Through friends and/or family
* Nautical Trade Fair
* Press/Advert
* Internet
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Which is your home or main marina?

* Port de Roses
* Other ⇒ Port \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Country:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. How have you acquired the mooring you use at the Roses leisure marina?

* Purchasing the ownership. (I am the owner))
* Rental, after a written prior booking
* Rental upon arriving at the marina by land
* Rental upon arriving at the marina by sea
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­\_\_\_\_\_\_

8. You mainly use your boat for:

* Sailing alone.
* Sailing with family.
* Sailing with friends.

9. What type of boat do you have?

􀂆 Motor 􀂆 Less than 8 metres long.

􀂆 Sail 􀂆 Between 8 and 12 metres long.

􀂆 Between 12 and 16 metres long.

􀂆 Over 16 metres long.

10. If you want information about Port de Roses, please, write your e-mail address:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you very much for your cooperation.**