

THE RUSSELL INN

ATTENTION:
GENERAL MANAGER

Please leave in your room or at the front desk.

Thank You

Feel free to contact us:

The Russell Inn
General Manager
Box 578
Highway 16
Russell, Manitoba
R0J 1W0

Toll Free: 1-800-665-0678

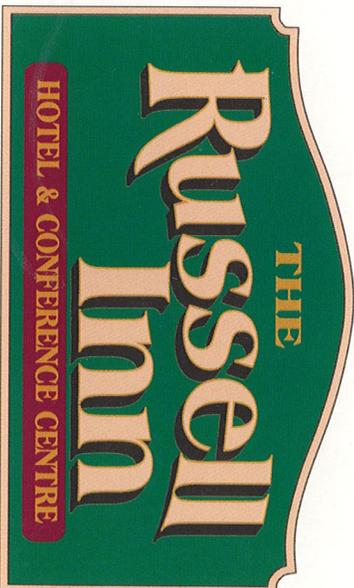
Phone: 1-204-773-2186

Fax: 1-204-773-2175

Email: dguillas@russellinn.com

www.russellinn.com

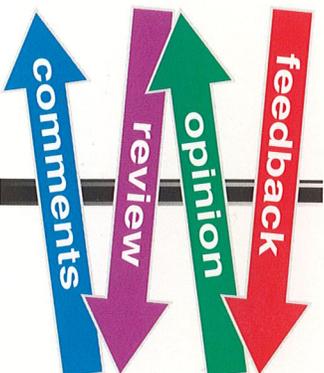
OTHER COMMENTS: *The Reception was extremely kind & welcoming. I just got feedback on making our trip a great experience. Cleaning staff does an amazing job. Valerie helps with room renovations. Address: N/A - moving to red deer. Room Number: 238 Date of Departure:*



We Care

Please Share your Feedback

Thank You!



The management and staff of The Russell Inn properties sincerely appreciate you taking the time to complete this form so we may better accommodate our guests.

Please check the location of your stay:

- Russell Inn
- Jolly Lodger
- Stone Haus
- Cedar House

Why did you choose us?

- Yellow Pages
- Newspaper
- Billboards
- Radio
- Tour Company
- Brochure
- TV Advertisement
- Website
- Referral

Other (please specify) Hay sign

Were your reservations handled promptly and efficiently?

Telephoned: yes!

Check-in: yes!

GUEST SERVICES

Did you receive friendly, efficient service from:

- Front Desk Receptionist Poor Fair Good Very Good Excellent
- Telephone Operator Poor Fair Good Very Good Excellent
- Dining Room Staff Poor Fair Good Very Good Excellent
- Lounge Staff Poor Fair Good Very Good Excellent
- Recreation Area Staff Poor Fair Good Very Good Excellent
- Convenience Store Staff Poor Fair Good Very Good Excellent
- Beer Store Staff Poor Fair Good Very Good Excellent

Comments: _____

GUEST ROOMS

Did you find your room:

- Ready Poor Fair Good Very Good Excellent
- Clean Poor Fair Good Very Good Excellent
- Comfortable Poor Fair Good Very Good Excellent
- Was everything in proper working order? Yes No

Are there other amenities that you would suggest or require in your room?

hand soap

Comments: _____

BANQUET AND CONFERENCE ROOMS

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

How would you rate the food? Poor Fair Good Very Good Excellent

Are there other services or equipment that would enhance your conference or banquet? NO NA

Comments: _____

How would you rate our conference centre? _____

RESTAURANT AND LOUNGE

Dining Room:

How would you rate the food? Poor Fair Good Very Good Excellent

Comments: Excellent Steaks

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: extremely friendly

Lounge:

How would you rate the food? Poor Fair Good Very Good Excellent

Comments: _____

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: _____

Room Service:

Was your order delivered: Promptly Yes No Completely Yes No

How do you rate our overall hotel service and facilities? Poor Fair Good Very Good Excellent

Recreation/Pool Area: Poor Fair Good Very Good Excellent

What facilities or equipment did you use in the recreation area? Chlorine was a bit strong smelling

Convenience Store: Poor Fair Good Very Good Excellent

Comments: _____

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: _____

Tim Hortons: Poor Fair Good Very Good Excellent

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: _____

Subway: Poor Fair Good Very Good Excellent

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: _____

Beer Store: Poor Fair Good Very Good Excellent

Was the service prompt and courteous? Poor Fair Good Very Good Excellent

Comments: _____

Assessipi Ski Area & Resort: Poor Fair Good Very Good Excellent

Rate your experience at Assessipi: Poor Fair Good Very Good Excellent

Comments: _____

Additional comments and your contact information can be included on the reverse side.