



## Guest Directory Questionnaire

### General Manager:

The following questionnaire is designed to help coordinate information for the publication of your guest directory. We want to make the project as care-free and effective as possible. Therefore, our team of graphic designers and former hotel employees have designed this checklist to assist you. It's just another reason why we are "America's Leading Publisher of Hotel Guest Service Directories."

The following sheets contain information pertaining to the section of your Guest Directory called "Directory of Services". Please complete the information that pertains to your hotel. If a subject area does not pertain to your hotel please check the appropriate box. If you have a subject that we do not list, please print your additional information in the spaces provided or attach it to this form.

Other information you may want to include in your directory:

- Property Layout of Hotel
- Information on Hotel Restaurant & Lounge
- Information on Banquet Space & Meeting Rooms
- Spa Services
- Additional Resort Amenities
- Local Attractions & Points of Interest
- Area Map (major streets & freeways as well as streets in the immediate area of the hotel)  
Note, guests tend to take directories that include area maps.
- Room Service Menu.  
(Remember, prices will be in effect for 1 year unless you pay for reprinting )
- Fire Safety Message/Traveller Safety Message

Include your additional information with these sheets. Our graphic designers will add appropriate borders, artwork and fonts best suited for the most appealing directory. If you have any questions, please call our corporate office at 1-800-467-1218

The enclosed information is correct to the best of my knowledge. \_\_\_\_\_ G.M.

# Guest Directory Questionnaire

## Welcome Letter

Please check the box that applies for this section:  Use Copy As Is  Omit, Does Not Apply

See Changes, Additions

Property Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

Web site: \_\_\_\_\_

Toll-Free Reservation Number: \_\_\_\_\_

Dear Guest:

Welcome to the \_\_\_\_\_ **Property Name** \_\_\_\_\_. It is our pleasure to welcome you as our guest and wish you a pleasant stay. We value your patronage, and it is very important to us that your stay will be a comfortable and enjoyable one. We take great pride in providing our guests with the utmost in professional and personalized service.

This directory is provided to familiarize you with the many services we offer, as well as acquaint you with the \_\_\_\_\_ **City** \_\_\_\_\_ area.

If there is anything we can do to make your visit with us more enjoyable, please feel free to ask our staff members. We look forward to having you with us again soon.

Sincerely,

The Staff and Management.

please use the space below to share any additional comments

# Guest Directory Questionnaire

## Airlines

Please check the box that applies for this section:  Use Copy As Is  Omit, Does Not Apply  See Changes, Addition

Continental..... 1.800.433.7300  
Delta Airlines ..... 1.800.221.1212  
Frontier..... 1.800.432.1359  
Jet Blue ..... 1.800.538.2583  
Song..... 1.800.359.7664  
Southwest..... 1.800.435.9792  
TED ..... 1.800.225.5833  
US Airways ..... 1.800.428.4322  
United Airlines ..... 1.800.241.6522

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Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Amenities

Touch \_\_\_\_\_

The hotel can provide baby cribs and roll-away beds with advance notice. We also have a supply of often forgotten travel necessities, such as shampoo and disposable razors.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Bank ATM Service

The nearest bank with ATM service is:

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Banquets and Catering

Touch \_\_\_\_\_

The hotel offers fine banquet and meeting facilities for business meetings or special occasions. Please contact our catering staff for experts assistance.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Bell Service

Touch \_\_\_\_\_

Our bell staff is available to handle your luggage or answer questions about the local area.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Business Center Services

The business center is conveniently located downstairs with internet access, copy services and other computer related business services. Our services are available to all hotel guests. Cost for services are.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Chamber of Commerce

For maps and area information contact the chamber of commerce.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Continental Breakfast

We offer a complimentary continental breakfast from 6:00 a.m. to 10:00 a.m. daily in the lobby area.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Check Cashing

Due to the limited amount of cash kept on the property, the hotel is unable to provide check cashing services. Please contact the front desk for directions to the nearest ATM.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Check-Out

Check-out time is Noon.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Coffee Service

Coffee service is available in the lobby area 24 hours a day.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Credit Informations

We accept American Express, Visa, Diner's Club, Discover, MasterCard.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Cribs

Cribs are available as a complimentary special request item through the front desk. The number of available cribs is limited and will be provided on a first come, first served basis.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Dry Cleaning & Laundry

For your convenience, a laundry bag and dry cleaning list are provided in each room. No service on Saturday, Sunday or holidays. Same day service if articles are received at the front desk by 9:00 a.m.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Emergency

Touch \_\_\_\_\_

In the event of an emergency, medical or otherwise, please contact the front desk for immediate attention.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Hotel Contact Information

Our executive staff are ready to answer your questions or offer assistance.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Exercise Facilities

Our exercise facilities are equipped for your fitness needs. They are available to all hotel guests and are conveniently located

please use the space below to share any additional comments

Please obtain a key from the front desk.

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Fire Emergency

This hotel is equipped with modern fire prevention devices. For your additional safety, please familiarize yourself with the fire alarm locations, exit routes and the fire safety guides. This information is posted on the back of each guest room door.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Gift Shop

Touch \_\_\_\_\_

Our gift shop is located off the lobby. A variety of interesting gifts and souvenirs are available, as well as health care products, magazines, newspapers and snacks.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Housekeeping

Touch \_\_\_\_\_

Call our housekeeping department for early room make-up service, extra linens, towels, or blankets.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Internet

Touch \_\_\_\_\_

All rooms are equipped with high speed internet. An instruction card is located in your room on how to properly setup your internet connection. If you have questions about your service or how to setup your computer on our high speed internet, please dial the front desk.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Key Card

Should you lose your key card, please notify the front desk immediately so that your lock may be re-coded. Please return your key card to the front desk upon check-out.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Lost and Found

Touch \_\_\_\_\_

For articles lost or found, please contact the front desk.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Lounge/Bar

Touch \_\_\_\_\_

Our hotel lounge is located:

The hours are:

Monday Through Friday

Friday and Saturday:

Sunday:

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Mail and Messages

Touch \_\_\_\_\_

Mail and messages received at the hotel may be collected by either calling or stopping by the front desk.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Meeting Rooms

Touch \_\_\_\_\_

Meeting rooms are available from 7:00 a.m. to 11:00 p.m. to make arrangements, please contact the hotel manager or the front desk.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Newspapers

Newspapers are available in the lobby.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Parking

Complimentary parking is available for all registered hotel guests.

The hotel cannot be responsible for items left in vehicles on the hotel property.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Pet Policy

For the convenience of other guests and in an effort to help us provide the cleanest and most sanitary accommodations available, pets are not permitted. The front desk will be glad to help you make other arrangements for your pet.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Postage Stamps

Postage is available at current postal rates at the front desk.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Reservations

Touch \_\_\_\_\_

Reservations may be made nationwide by dialing our toll-free number, 1-800- \_\_\_\_\_, or contact the front desk for assistance.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Restaurant

Touch \_\_\_\_\_

Our hotel restaurant, is located:

The hours are:

Monday Through Friday:

Friday and Saturday:

Sunday:

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Roll-away Beds

Touch \_\_\_\_\_

Roll-away beds are available as a complimentary special request item through the front desk. The number of available cribs is limited and will be provided on a first come, first served basis.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Room Service

Touch \_\_\_\_\_

For your convenience, room service is available seven days a week.

The hours are:

Monday Through Friday

Friday and Saturday:

Sunday:

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Safety Deposit Boxes

Touch \_\_\_\_\_

Please do not leave money or valuables in your room. Under state law the hotel cannot be responsible for the loss of articles unless properly secured in the safety deposit box located at the front desk. For the security of your valuables, please let us be of service.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Sales Office

Touch \_\_\_\_\_

For personal assistance in group accommodations, please contact our sales department.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Security

Touch \_\_\_\_\_

Your safety and security are of the utmost concern to those of us who welcome you as our guest. Please familiarize yourself with the Safety Guidelines provided in this directory. If a security need arises, please contact the front desk for immediate attention.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Shuttle Service

Touch \_\_\_\_\_

Complimentary hotel shuttle service is available with prior reservation. Please contact the front desk.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Spa

The spa is open from 7:00 a.m. to 10:00 p.m.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Swimming Pool

Touch \_\_\_\_\_

Our swimming pool is open Memorial Day through Labor Day. Children must be accompanied by a guardian. No glass on premises. Swim at your own risk, as there is no lifeguard on duty. Call the front desk for pool hours.

please use the space below to share any additional comments

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Tax

Touch \_\_\_\_\_

Sales taxes are based on local and federal requirements. Please contact the front desk for a description / amounts of all applicable taxes charged by the hotel.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Transportation

Touch \_\_\_\_\_

We will be happy to arrange for taxi/shuttle service or make recommendations concerning your transportation needs.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Wake-Up Service

Touch \_\_\_\_\_

If you would like a wake-up call, please notify the hotel operator.

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Hotel Extensions

Bell Service

Emergency

Front Desk

Guest Rooms

Housekeeping

Lounge/Bar

Manager on Duty

Messages

Restaurant

Reservations

Room Service

Security

Wake Up Service

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

Touch \_\_\_\_\_

# Guest Directory Questionnaire

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Outside Calls

Local Calls (Free)

Touch 9 + Number

### Long Distance Calls

Billed to room

Touch 9 + 1 + Area Code + Number

Collect Calls

Touch 9 + 0 + Area Code + Number

Credit Card Calls

Touch 9 + 0 + Area Code + Number + Credit Card

Long Distance Information

Touch 9 + 1 + Area Code + 555-1212

please use the space below to share any additional comments

Please check the box that applies for this section:

Use Copy As Is

Omit, Does Not Apply

See Changes, Addition

## Television Channels

Channel 2 \_\_\_\_\_

Channel 22 \_\_\_\_\_

Channel 3 \_\_\_\_\_

Channel 23 \_\_\_\_\_

Channel 4 \_\_\_\_\_

Channel 24 \_\_\_\_\_

Channel 5 \_\_\_\_\_

Channel 25 \_\_\_\_\_

Channel 6 \_\_\_\_\_

Channel 26 \_\_\_\_\_

Channel 7 \_\_\_\_\_

Channel 27 \_\_\_\_\_

Channel 8 \_\_\_\_\_

Channel 28 \_\_\_\_\_

Channel 9 \_\_\_\_\_

Channel 29 \_\_\_\_\_

Channel 10 \_\_\_\_\_

Channel 30 \_\_\_\_\_

Channel 11 \_\_\_\_\_

Channel 31 \_\_\_\_\_

Channel 12 \_\_\_\_\_

Channel 32 \_\_\_\_\_

Channel 13 \_\_\_\_\_

Channel 33 \_\_\_\_\_

Channel 14 \_\_\_\_\_

Channel 34 \_\_\_\_\_

Channel 15 \_\_\_\_\_

Channel 35 \_\_\_\_\_

Channel 16 \_\_\_\_\_

Channel 36 \_\_\_\_\_

Channel 17 \_\_\_\_\_

Channel 37 \_\_\_\_\_

Channel 18 \_\_\_\_\_

Channel 38 \_\_\_\_\_

Channel 19 \_\_\_\_\_

Channel 39 \_\_\_\_\_

Channel 20 \_\_\_\_\_

Channel 40 \_\_\_\_\_

Channel 21 \_\_\_\_\_

Channel 41 \_\_\_\_\_

# Guest Directory Questionnaire

## Fire Safety

If room permits, please include this copy in my directory.  Yes  No

The hotel is protected by the most up to date fire prevention devices and alarm systems. Please make yourself aware of the emergency procedures listed here to further enhance your safety and security. YOUR BEST DEFENSE AGAINST A FIRE IS TO PLAN AHEAD.

- Locate two exits nearest your room. Be sure they are unlocked and unblocked. Then count the doors between your room and exits so you'll have a reference point if it is smoky or dark.
- When you hear an alarm, ACT, don't simply investigate.
- If the fire is in your room, get out and close the door. Alert your neighbors. Once out report the fire.
- If the fire is not in your room, leave if you can. First, feel the door. If it is cool, open it slowly and go to the nearest exit. Crawl if there is smoke. Fresher air will be at the floor. Take your keys so you can go back to your room if you can't use the exits.
- NEVER USE ELEVATORS DURING A FIRE. They could stop at the fire floor.
- If your door is hot, don't open it. Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air conditioners. Signal from your window. Call the fire department and wait to be rescued.

## Traveller Safety Tips

If room permits, please include this copy in my directory.  Yes  No

1. Don't answer the door in a hotel or motel room without verifying who is there. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
2. When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots, and before leaving your vehicle.
3. Close the door securely whenever you are in your room and use all of the locking devices provided.
4. Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they might be stolen.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Do not invite strangers to your room for any reason.
7. Place all valuables in the hotel or motel safe deposit box.
8. Do not leave valuables in your vehicle.
9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.
10. If you are traveling with children, provide adult supervision and know their whereabouts at all times.
11. If you see any suspicious activity, please report your observations to the management.

**submit**