



SATISFACTION QUESTIONNAIRE

French Foreign Resident

Department :..... **Country** :..... **Municipality** :.....

Man Woman § 18-30 years 30-50 years 50 and more

Student Craftsman/ Storekeeper /Business manager Executive

Retired Worker Other

Duration of your stay :

With how many persons are you present in Martinique ? :

ACCESS OF TOURISM OFFICE

• Have you find easily the Tourism Office ?

Very easily Easily Not easily

• Do opening hours suit you ?

Very satisfied Satisfied Not satisfied at all

• Facility with parking near :

Very satisfied Satisfied Not satisfied at all

WELCOME AREA

• Reception

Very satisfied Satisfied Not satisfied at all

• Environment (cleanliness, temperature...)

Very satisfied Satisfied Not satisfied at all

.../...

• Documents available

Very satisfied Satisfied Not satisfied at all

CONTACT WITH THE ADVISERS

• **Welcome face to face** Yes No

• **Sending support information (email / mail)** Yes No

• Waiting time

Very satisfied Satisfied Not satisfied at all

• Kindness of your interlocutor

Very satisfied Satisfied Not satisfied

• Listening / Receptiveness

Very satisfied Satisfied Not satisfied at all

• Answer time / Satisfaction of the given answer

Very Satisfied Satisfied Not satisfied at all

Would you be ready to recommend this destination? Yes No

On a 1 to 5 scale what note would you give to the town? 1 2 3 4 5

RESERVED FOR SAILORS /CRUISE PASSENGERS

Type of boats :

Sailing ship Rent Yacht Cruise Ship

Why did you chose the Caribbean destination with stopover in South of Martinique?

Special offer Landscapes Sun/Beaches Other

Specify :

How you judge the quality of the infrastructures of the port ?

Very satisfied satisfied Not satisfied at all

Which nautical activities you had practice during your stay ?

Diving Kayak Sail Other

Specify :

How did you find these activities ?

Tourism office Web site office Others

Thanks for your collaboration,

Date :