



### INDEX CARD OF SUGGESTION/COMPLAINT

Within the quality approach, the Tourism Office of South Martinique and his partners are committed answering best your needs.

#### Your suggestions or remarks interest us!

You are:  a private individual  a professional

Date:../.../20.. Object of the visit: .....

Subject of the suggestion /complaint:

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If you wish to receive a personalized answer, you can indicate your co-ordinates to us and the methods of answer.

First name:..... Family name:.....

Address: .....

Postal code: ..... City: .....

Phone : ..... Fax :.....

Email: .....

Answer wished by: Courier  Mail phone

Thank you to deposit this document in the ballot box envisaged for this purpose

Tally reserved with the service quality :

Name-first name	Signature	Date of registration	File treated it

The request concerns:  The Tourism Office  A partner

Which: .....

In order to have your opinion on the services and services brought by Tourism Office of South Martinique and its partners, we thank you for agreeing to devote a few moments to this questionnaire.

#### How do you judge the quality of service?

In your hotel:  Very satisfying  Satisfying  Not satisfying at all

In the restaurants:  Very satisfying  Satisfying  Not satisfying at all

#### What do you think?

Activities suggested on the South Martinique :

Very satisfying  Satisfying  Not satisfying at all

Demonstrations on the South Martinique :

Very satisfying  Satisfying  Not satisfying at all

#### You have...

Used Internet site of the Tourism Office of South Martinique to prepare your stay? :

Yes  No

Used the published plan of the Tourism Office of South Martinique : Yes  No

We thank you for time devoted to answer this questionnaire