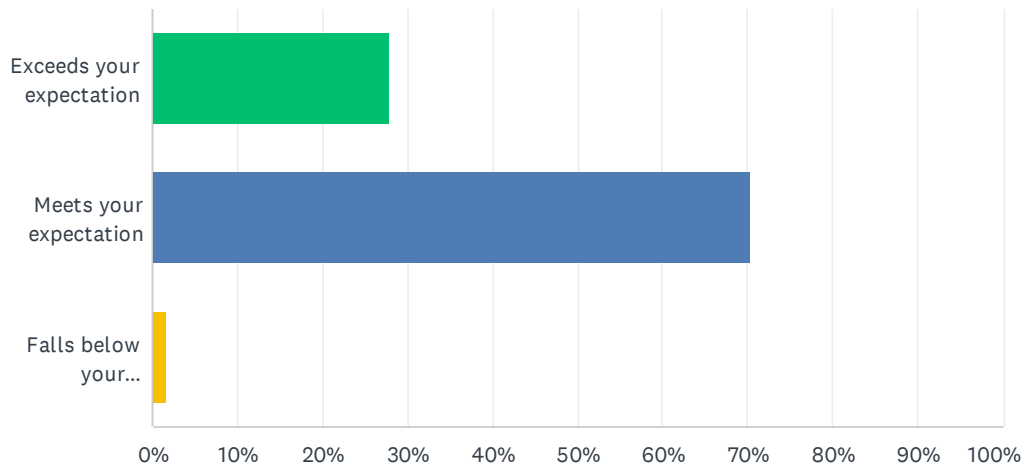


Q1 Do you believe the service level provided by the resort office

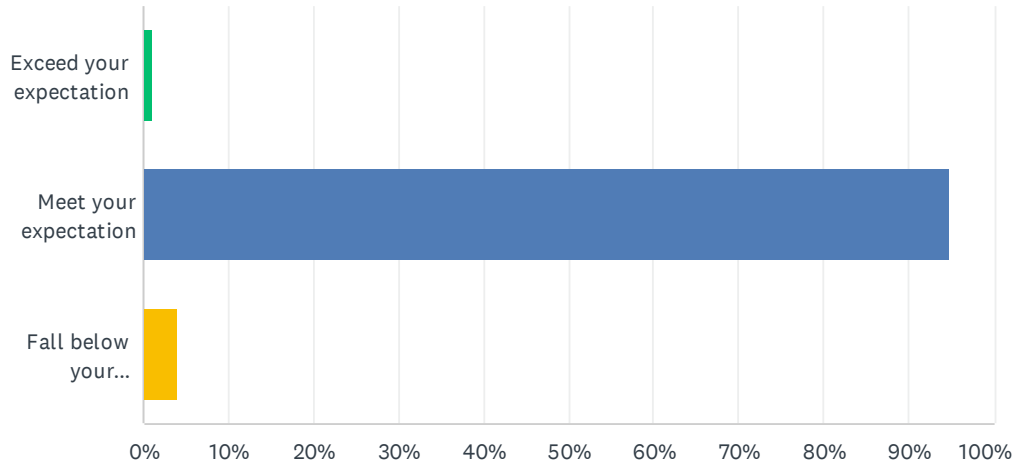
Answered: 280 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds your expectation	27.86%	78
Meets your expectation	70.36%	197
Falls below your expectation	1.79%	5
TOTAL		280

Q2 Do the resort office opening times

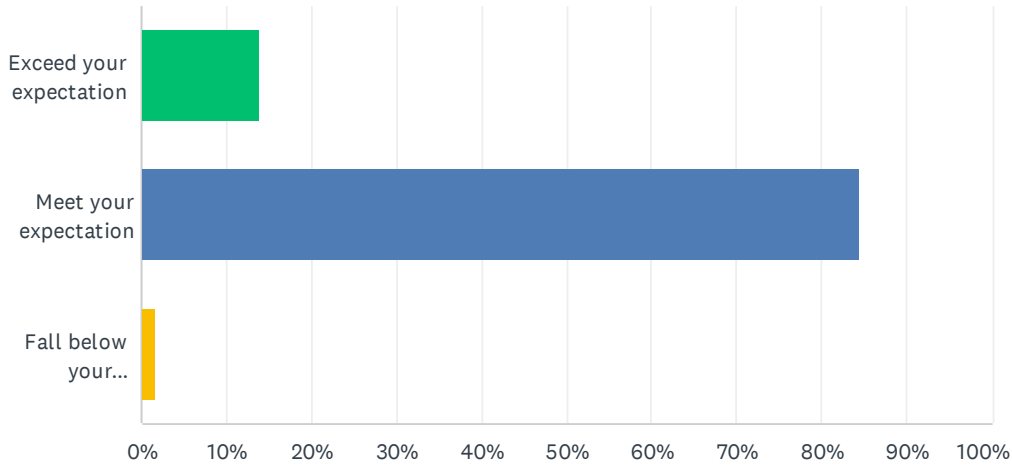
Answered: 277 Skipped: 3



ANSWER CHOICES	RESPONSES	
Exceed your expectation	1.08%	3
Meet your expectation	94.95%	263
Fall below your expectation	3.97%	11
TOTAL		277

Q3 Does the response time to your 'phone messages, emails

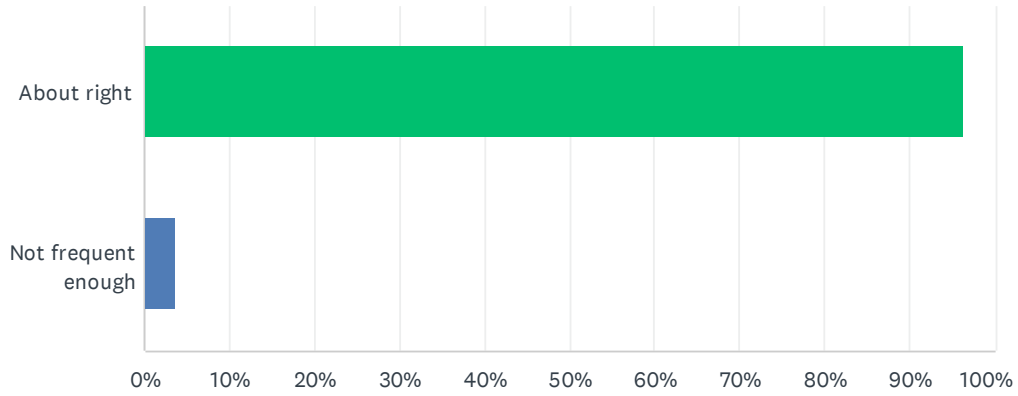
Answered: 276 Skipped: 4



ANSWER CHOICES	RESPONSES	
Exceed your expectation	13.77%	38
Meet your expectation	84.42%	233
Fall below your expectation	1.81%	5
TOTAL		276

Q4 Is the resort newsletter frequency

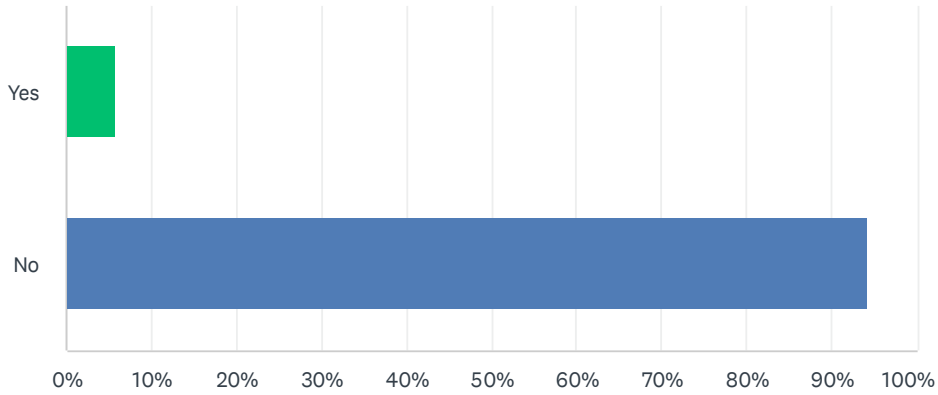
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
About right	96.42%	269
Not frequent enough	3.58%	10
TOTAL		279

Q5 Do you have any suggestions as to how we may be able to improve the resort office service to you?

Answered: 260 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	5.77%	15
No	94.23%	245
TOTAL		260

Q6 Please feel free share any other thoughts with us.

Answered: 65 Skipped: 215