

LodgeNet Hotel Survey



80% of GMs found our system **easy for the guests to use.**

2008 LodgeNet GM Satisfaction Survey

The LodgeNet Hotel Survey lets you monitor guest satisfaction levels according to various aspects of their stay. Using the remote control and the interactive system, guests answer questions on the TV screen. Results are automatically delivered to hotel management to review and respond to feedback, creating opportunities for greater guest satisfaction that leads to potentially greater revenue.

BENEFITS

- Increases guest satisfaction.
- Provides feedback in a more timely and reliable way when compared to traditional pen-and-paper surveys.
- Reduces time and effort in collecting, aggregating and reporting on guest responses.
- Provides additional insights for management in staff training and evaluation.

KEY FEATURES

- Real-time notification: Guest responses go directly to the front desk.
- Question branching: Follow-up questions determined by the guest's prior response.
- Survey embedding: Align with video checkout or available to guests at any time.
- Centralized reporting: Survey results presented at property level.

PLATFORMS SUPPORTED

- LodgeNet SD
- LodgeNet HD-Ready
- LodgeNet HD Advanced
- On Command SD (question branching N/A)

Available as part of LodgeNet's EasyHD™ Solution



To learn more
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