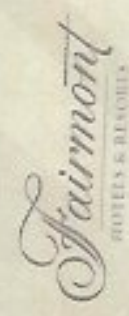


Did we earn YOUR LOYALTY?

Thank you for choosing to spend some time with us. It is our intent to satisfy you in every way possible, knowing that to please you now, means we're likely to have the pleasure of seeing you again. Let us know how we did by completing the attached survey. Please leave it at the concierge's desk on your departure, and thank you again for choosing Fairmont.

*Chris J. Cabill
President & C.O.O.*



Places in the heart

HOTEL

WRITE OUR BEST CRITIC. PLEASE RATE YOUR EXPERIENCE AT OUR HOTEL.

Outstanding
Excellent
Good
Okay
Poor

Your overall satisfaction with your stay.

Your satisfaction with our staff in meeting or exceeding your expectations

Your likelihood to return to our hotel if in the area

Your recommendation of our hotel to family, friends and business associates

Your desire to stay at other Fairmont Hotels & Resorts

The value received for the price paid

Parrinzage

Value per se

Housekeeping Services _____

Restaurant and In-Room Dining _____

Name of Restaurant _____

Were there any problems or difficulties during your stay? _____

Was your problem resolved to your satisfaction? _____

Which departments or colleagues on our staff would you nominate for making your stay memorable? _____

What additional services or amenities could we offer? _____

Welcome upon arrival _____

Guestroom _____

PLEASE REVIEW OUR SERVICES.

LA MARCHA DE PRECISO
MOVER VOTRA REVUE
PARA PARA ESPERAR LA GOMA DE PEGAR
POUR EN VOUS YI ENQUAITS VOTRE REVUE
DESE ADHESIVE **COLLIER PAPER**

Restaurant
Valeur

LAKE LOUISE INN

TODAY'S DATE _____ ROOM# _____

Dear Guest:

Thank you for staying at the Lake Louise Inn. We want you to feel welcome and comfortable.

Should you encounter a problem during your stay, or if the hotel staff can be of service to you, please contact the Front Desk at extension 431, it will be a pleasure for us to assist you.

Also, your opinions are especially helpful in making sure everything in this hotel measures up to your standards.

We hope you will take the time to complete this report card. Just drop it in the comment box at the Front Desk.

The Management

	EXCELLENT			POOR		
	A	B	C	D	E	F

1. Overall how would you grade this hotel

Now please grade:

2. Your Room	A	B	C	D	E	F
Appearance	A	B	C	D	E	F
Cleanliness	A	B	C	D	E	F
Comfort	A	B	C	D	E	F
Furnishings	A	B	C	D	E	F
Bathroom	A	B	C	D	E	F

3. Food & Beverage Outlets	A	B	C	D	E	F
Food Quality	A	B	C	D	E	F
Service Quality	A	B	C	D	E	F

Please specify which outlet _____

4. Value	A	B	C	D	E	F
Of Your Room	A	B	C	D	E	F
Of Food & Beverage	A	B	C	D	E	F

5. Front Desk/Reservations	A	B	C	D	E	F
Friendliness	A	B	C	D	E	F
Efficiency	A	B	C	D	E	F
Pre-Booking Service	A	B	C	D	E	F

6. Services	A	B	C	D	E	F
(Messages, Bellman, Wake-up Calls, etc.)	A	B	C	D	E	F

7. Other Facilities	A	B	C	D	E	F
(Pool, Lobby, Parking, etc.)	A	B	C	D	E	F

8. If you were to return to this area, would you stay at this hotel or look elsewhere? Stay here Look elsewhere

9. Number of nights stayed: One Two More than two

10. Number of people staying in room: One Two More than two

11. Have you ever stayed at this hotel before? Yes No

Comments: _____

Your Name/Address: _____

Postal Code _____

+Hotel

PLEASE TELL US WHAT YOU THINK!

Holiday Inn

HOTEL & SUITES

Vancouver Downtown

	Very Satisfied 1	Somewhat Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Somewhat Dissatisfied 4	Very Dissatisfied 5
1. During this stay, how satisfied were you with the:					
Outside Appearance of Hotel <i>(curb appeal, grounds, building)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lobby Condition / Attractiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service at Check-In <i>(friendly, efficient, prompt)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guestroom / Guestbath:					
• Overall Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Guestbath Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Heating / Air Conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Bed / Pillow Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Television / Radio / Remote Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Condition of Furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Condition of Bedspread / Drapes / Carpet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service of Hotel Staff					
• Responsiveness to Your Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Friendliness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Professional Attitude & Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant: Did not use <input type="checkbox"/>					
• Quality of Food / Beverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Restaurant Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Services <i>(wake-up calls, messages, long distance/local services)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotel Safety & Security <i>(lighting, locks, safety deposit, etc.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service at Check-Out <i>(friendly, efficient, prompt)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value Received for Price Paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. REGARDLESS OF WHAT YOU PAID

How satisfied were you with the:

- Overall Physical Condition of this Hotel
- Overall Service Received at this Hotel

Value

3. All things considered, please rate your OVERALL SATISFACTION with this Hotel

Disappointment

4. Would you recommend THIS hotel to a friend or business associate?

- Definitely Probably Might or Might Not Probably Not Definitely Not

Have you stayed at this hotel before? Yes No

Would you return? Yes No

How did you hear about this hotel? *"*

Telephone: ()

Company: _____

Address: _____

Room Number: _____ Date of Arrival: _____

HOW ARE WE DOING?



We'd Like
To Hear
From You!

CUSTOMER COMMENT CARD

Dear Customer:

At BUY-LOW FOODS, we strive to be recognized by our customers for delivering **GOOD VALUE**, quality products, through friendly staff and a clean and merchandised store.

If, for any reason, you are not satisfied with your shopping experience, we would like to know.

If you have any inquiries, we would be glad to help you.

If we, at BUY-LOW FOODS, have brightened your day, we would like to hear that too!

We care about what you think because at BUY-LOW FOODS We're Happy When You're Happy!

Thank you for shopping with us, The Management

Name: _____

Address: _____

City: _____ Province: _____

Phone Number: _____

Postal Code: _____ Date: _____

Comments: _____

For information on the company's Privacy Policy, please visit www.buy-lowfoods.com

Store Location: _____

Please Check The Following	EXCELLENT	GOOD	FAIR	POOR
Quality of Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Selection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Store Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Produce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Meat Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service				
- Checkout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Staff Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Staff Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Staff Product Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Staff Respect & Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Supermercke
—

Chez Starbucks nous voulons rendre votre expérience la plus agréable possible. Dites-nous ce que vous aimez vraiment chez Starbucks, et ce que nous pourrions faire encore mieux. Vos commentaires et vos idées nous sont très précieux.

We want to do everything possible to make your Starbucks experience the best it can be. So please tell us what we are doing that makes you really happy, or if there's anything else we could be doing better. Your feedback and ideas about your experience at Starbucks are very important to us.

Pour communiquer avec nous

- Par téléphone: 1-800-23-LATTE
- Par courriel: via notre site web Starbucks.com
- Par la poste: Starbucks Coffee Company
PO Box 3717
Seattle, WA 98124-8878

Other Ways to Contact Us

- Call us at 1-800-23-LATTE
- E-mail us through our web site at Starbucks.com
- By mail: Starbucks Coffee Company
PO Box 3717
Seattle, WA 98124-8878

DÉTAILS SUR VOTRE VISITE

Magasin visité: _____

Date de votre visite: _____
A M J

Période de la journée

- Matin Après-midi Soirée

POUVONS-NOUS COMMUNIQUER AVEC VOUS?

Veuillez indiquer vos nom, adresse et numéro de téléphone ou adresse électronique si vous désirez une réponse à vos commentaires.

SPECIFICS ABOUT YOUR VISIT

Which store did you visit? _____

What was the date of your visit? _____
MM DD YY

What time of day did you visit us?

- Morning Afternoon Evening

MAY WE CONTACT YOU?

Please leave your name, address, phone number or e-mail address if you want us to respond to your comments.

VEUILLEZ NOUS FAIRE PART DE VOS COMMENTAIRES/PLEASE SHARE YOUR THOUGHTS WITH US

Merci d'avoir pris le temps de nous répondre!

Thanks for your time!

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MOUILLEZ, PLIEZ, CACHÉTEZ ET POSTEZ./MOISTEN, FOLD, SEAL AND MAIL.

Server Name: _____

(Please circle below)

Outlet: Stoney's Bar & Grill | Rustica Dining Room

Meal Period: Breakfast | Lunch | Dinner

Date: _____

How did you hear about us? _____

Service

Rate your first impression

Were you greeted and seated promptly?

Was your reservation information correct?

Was your server accommodating?

Did Not Meet Met Exceeded
Valueur

Please rate us based on your expectations

Cleanliness

Server Friendliness

Server Efficiency

Server Attentiveness

Server Knowledge

Menu Selection and Layout

Food

Quality of Food

Quantity of Food

Value for Dollar

Did Not Meet Met Exceeded

Please feel free to leave additional comments.

Guest Name: _____

Phone Number: _____

Email Address: _____

Would you return: _____

Would you recommend us: _____

Please check the box if you do not want to be contacted for any follow up as well to be informed of any future promotions we have.

)+
Berrzin

what do you think?

submit your comments online at cactusclubcafe.com or email us at comments@cactusclubcafe.com

how likely is it that you would recommend us to a friend?

1 2 3 4 5 6 7 8 9 10
1 = not likely 10 = extremely likely

Berrzin

how can we make your experience more memorable?

Apprendre

tell us about yourself:

name: _____

email: _____

phone: _____

address: _____

) Contact

restaurant details:

date of visit: _____

time of visit: _____

restaurant, bar, lounge or patio? _____

ASH

Restaurants

Ministry of Transportation Customer Satisfaction Survey 2008

The B.C. Ministry of Transportation is conducting a survey to determine how to improve the services provided by the ministry. Your participation is voluntary and your responses will be kept confidential.

1. To help us categorize the survey results, please base your responses on the services you experience in your area, and please indicate what city or area you live in:

2. Based on the following, please indicate how you would prefer to receive information about a service?

Como

- Email
 Rest area kiosks
 Fax
 Telephone
 Ministry website
 Project open houses
 DriveBC
 Community focus groups
 Project website
 Other:
 Highway signs
 Media

3. Please tell us how satisfied you are with the following, where 1 is "very dissatisfied," 5 is "very satisfied" and DK is "Don't Know."

Statement: How satisfied are you with

Statement	Very Dissatisfied	Neutral	Very Satisfied	Don't Know
Development Approvals	1	2	4	5 (DK)
Winter highway road maintenance	1	2	4	5 (DK)
Summer highway road maintenance	1	2	4	5 (DK)
Rest Areas	1	2	4	5 (DK)
Project websites	1	2	4	5 (DK)
DriveBC / road condition information	1	2	4	5 (DK)
Inland Ferries	1	2	4	5 (DK)
Highway Safety	1	2	4	5 (DK)
Improvements to the highway system	1	2	4	5 (DK)
Highway construction	1	2	4	5 (DK)
Signage	1	2	4	5 (DK)

Percs
Nationaux