



|   |   |                       |                       |                       |                       |
|---|---|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Coffee shop</b>                                | 1   | 2                     | 3                     | 4                     | 5                     |
| a. food and drink quality and variety             | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | 1   | 2                     | 3                     | 4                     | 5                     |
| b. staff professionalism and helpfulness          | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Park</b>                                       | 1   | 2                     | 3                     | 4                     | 5                     |
| tidiness and cleanliness                          | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Adequacy of the reception areas</b>            | 1   | 2                     | 3                     | 4                     | 5                     |
| furnishings, comfort                              | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Access to information</b>                      | 1   | 2                     | 3                     | 4                     | 5                     |
| easy access via phone, internet, etc.             | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Access to facilities</b>                       | 1   | 2                     | 3                     | 4                     | 5                     |
| Ease of identification, signage, etc.             | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Staff recognisability</b>                      | yes   |                       |                       | no                    |                       |
| have you always been able to recognise our staff? | <input type="radio"/>   |                       |                       | <input type="radio"/> |                       |
| <b>Response times</b>                             | generally how long did you wait to get a response to your questions? days ..... |                       |                       |                       |                       |
| <b>Overall assessment of the services used</b>    | 1   | 2                     | 3                     | 4                     | 5                     |
|   | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Would you come back?</b>                       | yes   |                       |                       | no                    |                       |
|   | <input type="radio"/>   |                       |                       | <input type="radio"/> |                       |

| FOR SAN SERVOLO ONLY  | RATING                |                       |                       |                       |                       | COMMENT, SUGGESTION, PROPOSAL    |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| <b>Cleanliness of the rooms of Centro Soggiorno e Studi</b> | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
| <b>Services in the rooms of Centro Soggiorno e Studi</b>    | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| a. courtesy line: functionality and convenience             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| b. television: tuning quality and viewable channels         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| c. heating: adequacy and timetable                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| d. air conditioning: adequacy and timetable                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| e. internet connection: signal quality                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| f. breakfast: food and drink quality and variety            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
| <b>Self-service</b>   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| a. menu quality and variety                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
|   | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| b. staff professionalism and helpfulness                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
| <b>Water shuttle</b>  | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| service frequency, regularity and punctuality               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
| <b>Private transfer</b>                                     | 1                     | 2                     | 3                     | 4                     | 5                     |                                  |
| boat quality, punctuality, staff helpfulness                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |
| <b>Other services used on the island</b>                    | 1                     | 2                     | 3                     | 4                     | 5                     | please specify the services used |
| sports field, barbecue, etc.                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |                                  |

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**Other/Suggestions**

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date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

signature \_\_\_\_\_

**Notice concerning the processing of personal data pursuant to article 13 of Regulations 2016/679**

*San Servolo srl* — whose contact data are: telephone 0412765001, fax 0412765402, email [f.landillo@servizimetropolitani.ve.it](mailto:f.landillo@servizimetropolitani.ve.it) — is the data controller of your personal data as provided to us on this form. The data will be exclusively processed for the purpose of improving our customer services. The lawfulness of the data processing is represented by the controller's legitimate interest in guaranteeing that its services are of a high level of quality (article 6, subsection 1, letter f). Your personal data will be retained for one year. Personal data can be processed by the GDPR representative, by persons appointed to process the information according to written specifications and instructions received from the data controller and by data processors who have a contractual obligation towards the data controller to observe all the obligations laid down under article 28 of the GDPR. The provision of personal data is optional. The data subject has the right to exercise the rights established under articles 15 and seq. of the GDPR. It may also submit claims for any personal data breaches to the National Supervisory Authority for Privacy by following the indications and procedures set out in the Supervisory Authority's site [www.garanteprivacy.it](http://www.garanteprivacy.it), section *Modulistica (Forms)*.