



# Satisfaction survey

Qualité Tourisme™ is a government-sponsored certification process for tourism professionals who are serious about visitor satisfaction



The national museum Marc Chagall has undertaken the Qualité Tourisme™ certification process, which is recognised by the French government.

**Your opinion will help us improve the quality of our services in order to serve you better. Please tell us if you agree or disagree with the following statements**

1/ There was clear and useful information to help plan your stay or activity (contact details, booking procedure, website, etc.)

☺ ☺ ☹ ☹ ☹ No opinion

2/ The staff were helpful and friendly

☺ ☺ ☹ ☹

3/ The quality of service was satisfactory

☺ ☺ ☹ ☹

4/ The visit was interesting

☺ ☺ ☹ ☹

5/ The furnishing and equipment were of good quality (in good condition, comfortable, adapted, etc.)

☺ ☺ ☹ ☹ ☹ No opinion

6/ The premises were impeccably clean

☺ ☺ ☹ ☹ ☹ No opinion

7/ Information for tourists was available (brochures, advice)

☺ ☺ ☹ ☹ ☹ No opinion

8/ The staff had a good command of foreign languages

☺ ☺ ☹ ☹ ☹ No opinion

9/ The service met your expectations

☺ ☺ ☹ ☹

10/ There was good value for money

☺ ☺ ☹ ☹

11/ Would you recommend this establishment?\*

Yes  No

12/ What were the strong points?

.....  
.....  
.....

13/ What were the weak points?

.....  
.....  
.....

14/ How did you hear about this establishment?

By chance  
 Word of mouth  
 Via the Internet  
 From social media  
 From a tourist office  
 Other, please specify .....

## YOUR CONTACT DETAILS

Last name .....

First name .....

E-mail\* .....

Country .....

City or town .....

Zip code .....

Date of visit\* .....

I agree to receive information and special offers from this establishment and from the Qualité Tourisme™ partner with which it is affiliated\*.

By completing this survey, you agree that your private data can be used as part of monitoring your level of satisfaction. For more information about how we process satisfaction surveys, please go to: [www.qualite-tourisme.gouv.fr](http://www.qualite-tourisme.gouv.fr).

Every question with a "\*" is required

