CUSTOMER COMPLAINT FORM

Dear valued visitor,

Please, if you are not satisfied from the receiving goods or services of the Almira Hotel, do not hesitate to express your view. Use info@almira-hotel.gr to email this form directly to the top management of the hotel.

Name of Customer: ___________________________ Date of Complaint: ___________________________

Nature of Complaint:

Hospitality or behavior of Staff ☐ Promptness ☐
Cleanliness of Facilities ☐ Quality of Food ☐
Housekeeping Facilities ☐ Other ☐

Please give details of Complaint (brief description):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

To be filled in by the hotel person / department responsible for corrective action:

Immediate Action Taken:

________________________________________________________________________
________________________________________________________________________

Name & Signature – Incharge of Dept.
Date: ___________________________