

# How are we doing?

We hope you enjoyed your stay with us!  
To help us better serve you, please complete this survey and return it to a Mill Pond Realty team member.

Property: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Please rate each item on a scale of 1-5, with 5 being Strongly Agree and 1 being Strongly Disagree.*

## Mill Pond Realty

The website was easy to understand & navigate.	5	4	3	2	1
The reservation process was timely & efficient.	5	4	3	2	1
Your phone calls and emails were answered quickly.	5	4	3	2	1
The staff was knowledgeable about our properties & area.	5	4	3	2	1
The staff was welcoming, friendly, professional & patient.	5	4	3	2	1
The check-in/check-out process was timely & efficient.	5	4	3	2	1
Your concerns were dealt with promptly & efficiently.	5	4	3	2	1
You would recommend Mill Pond to friends & family.	5	4	3	2	1

## Additional Comments

If someone went the extra mile to make your stay nice, please tell us their name. \_\_\_\_\_

## Your Rental Property

The directions to the property were clear & easy to follow.	5	4	3	2	1
The property was as described & pictured online.	5	4	3	2	1
The cleanliness of the property met your expectations.	5	4	3	2	1
The property was well equipped for your needs.	5	4	3	2	1
Appliances & electronics were in good, working condition.	5	4	3	2	1
You would recommend this property to friends & family.	5	4	3	2	1

## Additional Comments

*Is there anything that needs repair or replacement?*

*What could we do/add to make your next visit more enjoyable?*

**BECOME A STAR!** *May we have your permission to quote you on our website and advertising? If this is okay with you, please tell us about your stay and how you enjoyed the area, your rental property, and Mill Pond Realty.*

*Thank you for your patronage. We look forward to seeing you again!*

**Mill Pond Realty, Inc.**

747 Water Street • P.O. Box 1093 • Saugatuck, MI 49453 • (269) 857-1477 • fax (269) 857-6155  
www.millpondrealty.com • rentals@millpondrealty.com

