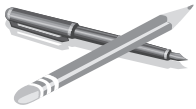
Associate Opinion Survey

Thank you for participating in Best Hotel's annual Associate Opinion Survey. Our mission includes a commitment to a high level of associate satisfaction, and your opinion is important to help us achieve that goal. Your survey will be treated confidentially, with the results being tabulated and reported to us by an outside company. I hope you will be as honest and candid as possible. Again, my thanks for your participation.

BEST HOTELS

Instructions: For each item below, select the one response that best describes your experience at Sunstone. Fill response circles completely using pencil or blue or black pen as shown below.

Correct Mark ○ ○ ○ ● ***Incorrect Marks***



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. I have been properly trained for my job.	○	○	○	○	○
2. I have the equipment I need to do my job.	○	○	○	○	○
3. My manager will support me if I act to resolve guest issues.	○	○	○	○	○
4. My supervisor gives me regular feedback on my performance.	○	○	○	○	○
5. My performance is evaluated fairly.	○	○	○	○	○
6. My supervisor communicates important information to me.	○	○	○	○	○
7. My department works well with other departments.	○	○	○	○	○
8. It is acceptable to step forward and express my opinion.	○	○	○	○	○
9. My departments work environment is generally positive.	○	○	○	○	○
10. Associates are treated with respect at my property.	○	○	○	○	○
11. Associates are recognized for a job well done at my property.	○	○	○	○	○
12. Associates have opportunity for career development at my property.	○	○	○	○	○
13. Excellent service is a priority at my property.	○	○	○	○	○
14. My survey responses are important to Best.	○	○	○	○	○

SAMPLE

COMMENTS: _____

15. What department do you work in?

- ○ Accounting
- ○ Banquets
- ○ Bar
- ○ Bell Staff
- ○ Comp Services
- ○ Executive Office
- ○ Front Office
- ○ Housekeeping
- ○ Human Resources
- ○ Kitchen
- ○ Laundry
- ○ Maintenance/Engineering
- ○ Purchasing
- ○ Restaurant
- ○ Revenue Management
- ○ Room Service
- ○ Sales/Catering
- ○ Security
- ○ Spa
- ○ Starbucks
- ○ Van Driver/Valet
- ○ Other (please print): _____

Thank you for your input!

DO NOT WRITE IN THIS SHADED AREA

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