

Let us serve you better

Dear Guest

*Thank you for staying at Jacaranda Lodge,
Sydney Adventist Hospital.*

*We value your visit here and will do our
utmost to make your stay comfortable -*

“A Home away from Home”.

*We would appreciate your views regarding
your stay with us, because only you can tell
us if we are meeting your needs.*

*Please take a few moments to complete this
form. You may leave it in the silver box out-
side the Lodge office or give to us when you
leave*

Thank you for your feedback.



SYDNEY
ADVENTIST
HOSPITAL

Jacaranda Lodge was founded in 1993 to provide budget accommodation for patients and their families while undergoing treatment at the Sydney Adventist Hospital.

If you would like to make a contribution to assist with ongoing services you can place your donation in the donation box located by the Lodge office. For donations by credit card, please call (02) 9487 9066.

Thank you for making a difference.

OPTIONAL INFORMATION

Name:

Address:

Contact No. :

Welcome to the...

Jacaranda Lodge Sydney Adventist Hospital

Your stay...Your say....



Thank you for your time....

PRIOR TO ARRIVAL EXPERIENCE

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Information provided on the telephone

Information sent in the Lodge letter

Information provided by your Referring

Doctor / Admissions staff

CHECK IN EXPERIENCE

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Please rate the ease of locating the Lodge

Speedy and efficiency of check-in

Please rate your overall arrival experience

Was the check-in warm & friendly? Yes No

ROOM EXPERIENCE

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Please rate your overall room experience

Cleanliness of your room

Cleanliness & freshness of your bathroom

Maintenance of your room

Are there any issues with your room?

Please specify:

KITCHEN

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Please rate your overall kitchen experience

Cleanliness of your Kitchen

Facilities of your Kitchen

Maintenance of your Kitchen

Are there any issues with your Kitchen?

Please specify:

STAFF

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Overall experience with our staff

Genuine, caring attitude

Helpful in fulfilling requests

Present themselves professionally Yes No

Did they meet your needs & expectations Yes No

Were you made to feel at home? Yes No

Any further comments:

EXTRAS

4 = Poor 3 = Fair 2 = Good 1 = Excellent

4 3 2 1

Was Parking convenient

Were the security staff helpful & friendly? Yes No

Was the check out procedure smooth & understood clearly? Yes No

Any further comments/suggestions:

TELL US ABOUT YOURSELF

What is your postcode? _____

Female Male

Age:

21-30 31-40 41-50 51-60 61-70

71 & over

Length of stay:

1 week & under 2 to 4 weeks Over 5 weeks

Are you a Patient or Carer

Was your procedure at SAH or Other Hospital

Your Room Number _____

How did you hear about Jacaranda Lodge?

Any further comments/suggestions:
