Service quality in Lisbon Hostels

Part I

| | la thiaa fin | | | م جاء: ١ | 7 | | Vos | No | 1. | How did y | you arrive i | n Lisbon? By car: | |
|---|--|--|--|--|--|--|--|--|--|--|--|---|----------|
| | Is this your first time in Lisbon? Are you traveling alone? | | | | | Yes | No No | By train | n: With | a low cost | airline: With a | — major | |
| | Is this your first time in a hostel? | | | | | Yes | No | airline: | By bus | : Other | ·: | | |
| L | is this your mis | , , , , , , | 10 1111 | u 110. | J.C.1. | | 103 | 140 | _ | | | | |
| 2. | Are you: Tra | avelii | ng thi | roug | h mor | e countrie | s: Just | t visitin | ng Lisbon | and then go | back hom | e: 🗌 | |
| 3. | What's the | purp | ose o | of yo | ur vis | it? Holiday | s: Stu | dying:[| Visiti | ng friends/f | amily: | Work: | |
| | Sport/Music | :/Red | creati | ional | l even | t: Othe | r: | L | | | | | |
| 4. | How many | host | els ha | ave y | you st | ayed in be | fore? 1-3: | 4 | -7: 7 | or more: | | | |
| 5. | Where did | ou ł | near a | abou | ıt this | hostel? In | ternet web | osite: | □ (whic | ch one? | |) | |
| | This specific | hos | tel w | ebsit | te: | Social me | dia (e.g. Fa | _ aceboo | k): ☐ Ot | her media (| e.g. TV): | Friends/family: | |
| | Books/guid | es: [| ПА | Iread | | | Other: | | · Ш | · | | | |
| 6. | How many | ∟ night | ts are | you | ı planı | ning to sta | y in Lisbon | 1? | | | | | |
| 7. | My expecta | tions | s rega | ardir | ng my | visit to Lis | bon are: | Low 1 | 2 3 | H 5 6 | ligh 7 | | |
| 8. | My expecta | tion | s rega | ardir | ng my | stay in thi | s hostel ar | e : 1 | 2 3 | 4 5 | High 6 7 | | |
| 9. | I'm plannin | g to | visit d | durir | ng my | stay the fo | llowing n | eighbo | rhoods: E | Baixa (Down | ntown): | Belém: | |
| | - | _ | | | | _ | _ | _ | | | , <u> </u> | | |
| | Bairro Alto 8 | k Chi | ado: | <u></u> | Alfam | a: L Pard | que das Na | ações: | Upto\ | vn: | | | |
| | Part II | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| 1. | Below there | is a | list o | f ite | ms tha | at vou prob | ahly consi | طيير عرماه | en evalu: | ating/choos | ing a hoste | I. I ask you to rate | ممر مالح |
| | | | | | | / 1 | abiy comsi | uer wii | ich cvalu | atilig/ cilous | ing a noste | | tnem |
| | in an impor | tance | | | | - | - | | | _ | _ | • | tnem |
| | in an impor | tance | | | | - | g not impo | ortant a | at all; 7 b | eing extrem | nely import | ant to me. | |
| How importa | | No | e scal | | | o 7. 1 bein | g not impo 2. Ch | ortant a | at all; 7 be | eing extrem | nely import | ant to me. | |
| How importa | nt is this item | Not | e scal | e fro | om 1 t | Very | g not impo 2. Ch he most y | ortant a noose t our sat | at all; 7 be the <i>one</i> it | eing extremem from the | nely import e table on t r stay in a l | ant to me. the left that influe | |
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Part III

1. In this part we ask you to evaluate your own experience in this hostel, by giving us your level of agreement with the following statements.

| | Statements | | Strongly | / disagre | ee | Str | ongly ag | gree |
|----------------------|---|---|----------|-----------|----|-----|----------|------|
| ## | The staff was friendly and polite | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| ne sta | The staff made my stay here a better experience | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Quality of the staff | The staff provide an efficient service | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| ality | The staff have good appearance | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| ਰੌ | The staff provide a comfortable ambiance | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| a) | This hostel has the right environment to meet new people | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Social Atmosphere | I generally liked the people I met here during my stay | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Social | I had fun in this hostel | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| So | There is a large communal room/space | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | The rooms/dorms are clean | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | The bathrooms are clean | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| les | The social area/ communal room is clean | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Hostel tangibles | The hostel has an appealing decoration design | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 표 ta | The interior design of the rooms is good | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| သ | The hostel atmosphere fits and relates well to the city of Lisbon | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| City | Close to transportation: metro, bus, tram, etc | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| City | This hostel promotes group activities (pub-crawl, city tours) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

2. Please evaluate now the hostel were you are staying cording to the following attributes.

| | Unsatisfied | | | | Very satisfied | | | |
|----------------------------|-------------|---|---|---|-------------------|---|---|--|
| Atmosphere | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Location | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Quality of the Staff | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Facilities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Price | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Cleanliness | 1 | 2 | ო | 4 | 5 | 6 | 7 | |
| Security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Existence of a bar service | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Meeting other travelers | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Internet facilities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

3. Please rate the following items using a 7 point scale.

| Items: | Lov | / | | | | H | ligh |
|--|-----|---|---|---|---|---|------|
| The overall service quality in this hostel | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| The overall satisfaction I experienced in the hostel | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Likelihood to come back in the future | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Likelihood to recommend Lisbon as a destination to a friend/family | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Likelihood to recommend this hostel to a friend/family | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Part IV

| 1. | What is your country of residence? |
|----|--|
| 2. | Year of birth |
| 3. | Gender? Male: Female: |
| 4. | Marrial status? Single: Married/live together: Divorced/widowed: |
| 5. | What is your current employment situation? Employed: Unemployed: Studying: Studying and working: |
| | Retired: Other: |
| 6. | What was for you the best aspect about this hostel? |
| 7. | What would you change in this hostel? |