

## WAINWRIGHT CUSTOMER FEEDBACK FORM AND PROCESS

CUSTOMER'S NAM	E DATE OF THE CONCERN
Witnesses (if applicable):	
Nature of the Con	cern or Compliment (describe in detail):
HOTEL ROOM:	Everything was practically perfect in every way
	I was particularly impressed by
	Room was too hot Room was too cold Room was dirty The water was not hot
RESTAURANT:	I was impressed with the quality of food and staff
	I was particularly impressed by
	The service was poor The food was unacceptable The staff was rude
STORE:	I was impressed with the quality of food and staff
	I was particularly impressed by
	The service was poorThe food was unacceptableThe staff was rude

Email completed form to ochotelrestaurant@olgoonik.com



Customer feedback is important. Customers may submit concerns or compliments using the form above. The process for receiving and following-up on concerns is outlined below:

- 1. The Customer completes the Concern/Compliment form and clearly states the issue
- 2. The Customer submits the form to the VP, HR in Anchorage
- 3. The VP, HR or designee logs the concern and clarifies all pertinent information.
- 4. The VP, HR determines or designee reviews and logs the issue
- 5. When applicable, the concern is initially investigated and documented by the VP, HR or designee
- 6. Before any actions are taken, the concern is discussed with all relevant parties to determine the proper course of action (including legal, as appropriate)
- 7. All actions are documented and taken based on the results of the investigation
- 8. The VP, HR or designee issues a response letter of completion to the Customer who initiated the concern and copies the OC/OD CEO

