

Tabron, Tshara

Hilton Stay ID	1234244611	Property name	Detroit - Troy/Auburn Hills, Michigan (EMB)
Guest name	Tabron, Tshara	Facility ID	24015
HHonors number		Checkin date	3/18/16
HHonors tier	-	Checkout date	3/20/16
Phone	5863548082	Response date	3/23/16
Email	tabro1te@gmail.com	Room Number	416
Address		SRP Code	SESHFP
Survey Language	English	Confirmation number	84058525
		HGVC Elite status	
		HGVC Elite status desc	

2016 - Satisfaction and Loyalty (Reg)

	EXTREMELY DISSATISFIED					EXTREMELY SATISFIED				
Key Metrics										
Overall Experience	1	2	3	4	5	6	7	8	9	10
Overall Service	1	2	3	4	5	6	7	8	9	10
Overall Accommodations	1	2	3	4	5	6	7	8	9	10
Overall Pre-Arrival/Arrival	1	2	3	4	5	6	7	8	9	10
Overall Departure	1	2	3	4	5	6	7	8	9	10
	DEFINITELY WOULD NOT					DEFINITELY WOULD				
Return and Recommend										
Return to property	1	2	3	4	5	6	7	8	9	10
Return to brand	1	2	3	4	5	6	7	8	9	10
Recommend	1	2	3	4	5	6	7	8	9	10
	POOR					EXCELLENT				
Value										
Value for price paid	1	2	3	4	5	6	7	8	9	10
	STRONGLY DISAGREE					STRONGLY AGREE				
Impression										
Brand Promise (excluding DT brand)	1	2	3	4	5	6	7	8	9	10
	EXTREMELY DISSATISFIED					EXTREMELY SATISFIED				
Arrival										
Appearance of lobby	1	2	3	4	5	6	7	8	9	10
Efficiency of arrival process	1	2	3	4	5	6	7	8	9	10
Hotel Staff										
Helpfulness of hotel staff	1	2	3	4	5	6	7	8	9	10
Staff provided personalized attention	1	2	3	4	5	6	7	8	9	10
Guest Room/Suite										
Cleanliness of guest room/suite	1	2	3	4	5	6	7	8	9	10
The Housekeeping staff acknowledges me and is pre..	1	2	3	4	5	6	7	8	9	10
	NOT AT ALL IMPORTANT					EXTREMELY IMPORTANT				
Additional Facilities/Services										

Condition of pool	1	2	3	4	5	6	7	8	9	10
Internet Access										
Quality of internet connection	1	2	3	4	5	6	7	8	9	10
Breakfast										
Overall breakfast experience	1	2	3	4	5	6	7	8	9	10
Quality of breakfast items	1	2	3	4	5	6	7	8	9	10
Helpfulness of breakfast staff	1	2	3	4	5	6	7	8	9	10
Evening Reception										
Overall reception experience	1	2	3	4	5	6	7	8	9	10
Helpfulness of staff at evening reception	1	2	3	4	5	6	7	8	9	10
Quality of items at evening reception	1	2	3	4	5	6	7	8	9	10

2016 - Other

Additional Information

Were you made aware of our Make It Right service co. ☒ No ☐ Yes

Tiered Internet

Tiered Internet: Complimentary

TripAdvisor

TripAdvisor - Overall Score: 3
 TripAdvisor - Service: 5
 TripAdvisor - Value: 3
 TripAdvisor - Sleep Quality: 3
 TripAdvisor - Cleanliness: 3
 TripAdvisor - Location: 3
 TripAdvisor - Rooms: 4

Reason For Selecting Brand

Reason for choosing brand: Location of hotel

Survey Language

English

Specific Issues

Problem incidence ☒ No ☐ Yes

2016 - Comments

Overall Comments

please give greater attention to the smaller details, make things more uniform, encourage other team members to speak and engage with guests (without neglecting their work of course, but sometimes the person just walking by is the only person you can grab at the moment to assist you) The water fountain, coming from the hall should be cleaned daily (old water spots look bad)

TripAdvisor Review

The lobby is well put, but not inviting especially being right in front of the doors, the rooms are spacious but not cleaned in great detail (a lot of dust). Breakfast was great as well as the complimentary reception. The staff was very friendly. Bring your own pillow though bc these go flat fast!

Guest Room Comments

My room, on a large scale was okay, small details however were not. In my bathroom under the sink there is decorative cabinet that had an un-impressive layer of dust, one with fresh finger prints in it, considering this is eye level with the toilet, I was not happy with that. (I even took a photo)that showed the entire area had not been cleaned thoroughly. The toilet!, I had not noticed when I first checked in but my toilet seat had a visible spots of a substance (yellow), now, COULD it have been drops of a cleaning solution, yes, however that is not what would immediately go through a customers mind, when I lifted the toilet seat, I noticed under the seat had been half cleaned as well. The bathroom door handles were mis-matched (one side silver one gold) not an issue, just takes away from that polished look. the top stand where the tv's were both, again with layers of dust.

Staff Experience Comments

Sheryl (I believe) was AMAZING, very welcoming, explained everything in great detail. The bartender Friday night was EVERYTHING you want in a bar experience, engaging, attentive, courteous. Saturday morning, your chef working the omelette station was also very inviting with a great personality, efficient and made the feel of the stay complete.