10. Do you have any comments or suggestions on the Tourist Office services:
_______________________________________________________________
_______________________________________________________________
_______________________________________________________________
_______________________________________________________________

Your profile:

11. Have you already been to the French Riviera?
☐ Yes ☐ No

12. Which of the following age brackets do you belong to?
☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-49 ☐ 50-64 ☐ 65 or over

13. What is your occupation?
☐ Independent farmer
☐ Skilled tradesman, trader, manager
☐ Executive, higher professional, independent professional
☐ Intermediate professional (technician, foreman, …)
☐ Employee
☐ Worker
☐ Retired
☐ Other - Unemployed

14. You are:
☐ Single ☐ A couple ☐ With your family
☐ Convention / Business ☐ Other

15. Where do you come from?
☐ France : Zip code : ________________
☐ Country : ____________________

Please for taking the time to answer this questionnaire. Thanks to leave it in the box provided. Thank you.

Day of your visit: ____________________
Accessibility to the Tourist Office

1. Concerning the accessibility to the Tourist Office, are you satisfied with the following criteria:

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Not very satisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease in finding the Tourist Office</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Ease in parking close by</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Opening Hours</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>What is your overall assessment of the Tourist Office accessibility?</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Premises of the Tourist Office

2. Concerning the premises, are you satisfied with the following criteria:

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Not very satisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surroundings (neatness, temperature, …)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Comfort of premises</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Self-service tourist information (display units, filing, …)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>What is your overall assessment of the Tourist Office premises?</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Competence of personnel – Overall assessment of the Tourist Office services and suggestions on possible improvements.

3. Did you try to make contact with the Tourist Office personnel?
   - □ Yes
   - □ No (⇒ directly go to question 9)

4. How long did you have to wait before making contact with the Tourist Office personnel?
   _____ minutes

5. Concerning the attitude and competence of the personnel, are you satisfied with the following criteria:

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Not very satisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiting time</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Courtesy of your interlocutor</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Listening</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Availability</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Understanding of your request</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Reply suited to your request</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Quickness to obtain an answer to your request</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>What is your overall assessment of the Tourist Office personnel?</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

6. Did the personnel give you some brochures?
   - □ Yes
   - □ No, but you would have liked some
   - □ Not concerned (your request didn’t require some)

7. Did the personnel redirect you to other organizations if necessary?
   - □ Yes
   - □ No
   - □ Not concerned

8. Did the personnel encourage you to discover other tourist activities? (events, sites, museums…)
   - □ Yes
   - □ No

9. What is your overall assessment of the Tourist Office services?
   - □ Very satisfied
   - □ Satisfied
   - □ Not very satisfied
   - □ Very dissatisfied
   - □ No opinion