**LUKENYA GETAWAY EMPLOYEE FEEDBACK QUESTIONNAIRE**

**“Your voice matters – Let’s grow together.”**

**PURPOSE:**

This questionnaire is designed to help management better understand how employees at Lukenya Getaway experience their work environment, interact with guests, collaborate with colleagues, and feel supported in their roles. The goal is to improve service standards, employee well-being, and operational effectiveness.

Instructions:

* Kindly answer all questions honestly.
* All responses are anonymous and confidential.
* This will take less than 10 minutes to complete

**SECTION 1: PERSONAL & PROFESSIONAL INFORMATION**

1. Department:  
    ◻ Front Office  
    ◻ Housekeeping  
    ◻ Food & Beverage  
    ◻ Finance  
    ◻ Events & Conferencing  
    ◻ Grounds & Maintenance  
    ◻ Security

Engineering

Animation  
 ◻ Management/Admin

 ◻ Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Length of Time with Lukenya Getaway:  
    ◻ Less than 6 months  
    ◻ 6 months – 2 years  
    ◻ 2–5 years  
    ◻ Over 5 years
2. Contract Type:  
    ◻ Permanent  
    ◻ Contractual  
    ◻ Internship/Attachment  
    ◻ Casual
3. Gender (optional):  
    ◻ Male  
    ◻ Female  
    ◻ Prefer not to say

**SECTION 2: SERVICE DELIVERY & GUEST EXPERIENCE**

1. On a scale of 1–10, how would you rate the service Lukenya Getaway provides to guests?  
    Your rating: \_\_\_\_\_\_-
2. In your department, do you have clear service standards and expectations?  
    ◻ Yes  
    ◻ Somewhat  
    ◻ No  
    ◻ Not Sure
3. How would you rate your ability to handle difficult guests or complaints professionally?  
    ◻ Very confident  
    ◻ Confident  
    ◻ Needs improvement  
    ◻ Not prepared
4. What three things do you think most improve the guest experience at Lukenya Getaway?  
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. What is the most common guest feedback you receive (positive or negative)?  
    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 3: TOOLS, TRAINING & WORK CONDITIONS**

1. Do you have the tools and resources needed to do your job effectively?  
    ◻ Always  
    ◻ Sometimes  
    ◻ Rarely  
    ◻ Never
2. Have you attended any staff training/workshops in the last 12 months?  
    ◻ Yes  
    ◻ No  
    ◻ I don’t remember
3. What areas would you like additional training in? *(Tick all that apply)*  
    ◻ Customer service  
    ◻ Conflict resolution  
    ◻ Technology/systems (e.g., PMS, POS)  
    ◻ Hospitality standards  
    ◻ Leadership or supervision  
    ◻ Health & safety  
    ◻ Other: \_\_\_\_\_\_\_\_\_\_\_\_
4. How would you rate your physical work environment (cleanliness, safety, facilities)?  
    ◻ Excellent  
    ◻ Good  
    ◻ Fair  
    ◻ Poor

**SECTION 4: SUPERVISION & LEADERSHIP**

1. Do you feel supported by your immediate supervisor or manager?  
    ◻ Yes, very supportive  
    ◻ Somewhat supportive  
    ◻ Not really  
    ◻ Not at all
2. How would you describe the leadership style at Lukenya Getaway?

characteristics  
 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you receive regular feedback or coaching from your supervisor?  
    ◻ Yes  
    ◻ Sometimes  
    ◻ Rarely  
    ◻ Never
2. Do you feel appreciated and recognized for your contributions?-hr  
    ◻ Yes, regularly  
    ◻ Sometimes  
    ◻ Not really  
    ◻ Not at all

**SECTION 5: TEAMWORK, CULTURE & COMMUNICATION**

1. How would you describe communication mechanisms in the company?  
    ◻ Clear and timely  
    ◻ Inconsistent  
    ◻ Poor  
    ◻ Not sure
2. Do you feel part of a team and included in work-related matters?-leadership   
    ◻ Yes  
    ◻ Sometimes  
    ◻ No
3. How would you rate the overall morale among staff in your department?  
    ◻ High  
    ◻ Moderate  
    ◻ Low  
    ◻ Very low
4. What values do you think best describe Lukenya Getaway’s work culture? *(Select up to 3)*  
    ◻ Professionalism  
    ◻ Respect  
    ◻ Teamwork  
    ◻ Innovation  
    ◻ Accountability  
    ◻ Fairness  
    ◻ Hospitality  
    ◻ Other: \_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 6: WELL-BEING & GROWTH**

1. How is your work-life balance at Lukenya Getaway?  
    ◻ Very good  
    ◻ Good  
    ◻ Poor  
    ◻ Very poor
2. Have you experienced work-related stress or burnout in the last 3 months?  
    ◻ Yes  
    ◻ Sometimes  
    ◻ No
3. Do you feel Lukenya Getaway genuinely cares about employee well-being?  
    ◻ Yes  
    ◻ No  
    ◻ Not sure
4. Do you see yourself growing or advancing your career within this organization?  
    ◻ Yes, definitely  
    ◻ Possibly  
    ◻ No  
    ◻ Not sure

**SECTION 7: YOUR IDEAS & VOICE**

1. What do you enjoy most about working at Lukenya Getaway?  
    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What are the top 2 things you would improve in your department if given chance?  
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. If you could speak directly to the senior management, what would you tell them?  
    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Any final suggestions, ideas, or concerns?  
    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**THANK YOU!**

Your input is vital to shaping a better workplace for all. We appreciate your honesty and time. Let's continue to make Lukenya Getaway a place where both guests and employees feel truly welcome.

**“Whatever you do, work at it with all your heart, as working for the Lord, not for human masters.” *Colossians 3:23 (NIV).***