



ACE Survey Scores

	No Response	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Question Answered	Total
Product Quality								
- Cleanliness of apartment upon arrival	-	-	-	-	1	1	1	2
- General condition of apartment upon arrival (paint carpet fixtures etc.)	-	-	-	-	1	1	1	2
- Everything in working order upon arrival	-	-	-	-	1	1	1	2
- Condition of furniture	-	-	-	-	1	1	1	2
- Quality of weekly/biweekly housekeeping service	1	-	-	-	1	1	1	2
- Condition of apartment community	-	-	-	-	1	1	1	2
Customer Experience								
- Directions and entry information	-	-	-	-	1	1	1	2
- Ease of check-in	-	-	-	-	1	1	1	2
- Explanation of services and features before move-in	-	-	-	-	1	1	1	2
- Friendliness of staff	-	-	-	-	1	1	1	2
- Can-do attitude	-	-	-	-	1	1	1	2
- Experienced issue during stay	-	-	-	-	-	-	-	-
*If answers no, 1 point is awarded	-	-	-	-	-	-	1	1
*If answers yes, 1 point awarded for favorable response	-	-	-	-	1	1	1	1
- Issue Resolution	-	-	-	-	1	1	1	2

Survey Questions Not Scored

Professional Appearance

Welcome

Comfortable

During your stay, did any employee provide exceptional service?

Is there anything we could have done to improve your stay?

Please comment on the problem:

How satisfied were you with your overall Execustay experience?

What is the primary reason for your stay with us?

Would you recommend Execustay to others?

Overall Score Calculations

The ACE favorable responses (points) are added and divided by the number of ACE questions answered. The PQ favorable responses are added and divided by the number of possible responses. The CE favorable responses are added and divided by the number of questions answered.