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| --- | --- |
|  | Приложение 4  к Перечню форм отчетных документов администратора смены организации отдыха и оздоровления семейного типа |

**4. Форма анкеты отдыхающих**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 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| **Анкета отдыхающих**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Оздоровительная организация:** | |  | | | | | | | | | | | | | | | |  | | | **Период заезда (даты):** | | | | | | | | | | | | **Полностью укажите Ваше ФИО:** | |  | | | | | | | | | | | | | | | |  | | |  | | | | | | | | | | | | **Сколько детей**  **отдыхало вместе с Вами:** | | Один | Два | | | Три | Четыре | | | | Больше (укажите сколько): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | | | | | | | | | | | | **В какой сфере Вы работаете:** | | Торговля | | Операции с недвижимостью | | | | Обрабатывающие производства | | | | | Гостиницы и рестораны | | | | | | | | Другое (запишите): | | | | | | | | | | | | Жилищно-коммунальное хозяйство | | Здравоохранение и социальные услуги | | | | Образование | | | | | Строительство | | | | | | | |  | | | | | | | | | | | | Транспорт и связь | | Финансы | | | | Госуправление, МВД, военная безопасность | | | | | Сельское хозяйство | | | | | | | | | **В каком секторе Вы работаете:** | | Государственный | | | | | | Частный | | | | | | Самозанятость | | | | | | | Не работаю | | | | | | | | | | | | **В каком статусе Вы работаете:** | | Руководитель (любого звена) | | | | | | Рядовой работник | | | | | |  | | | | | | |  | | | | | | | | | | | | **Ваш уровень образования:** | | Начальное или ниже | | | Неполное среднее | | | Среднее образование | | | | | | Среднее специальное | | | | | | | Незаконченное высшее | | | | | | | Высшее | | | | | *Для каждого приведенного ниже критерия оценки проставьте галочку или крестик в квадратике справа, который в наибольшей степени соответствует вашему суждению относительно качества этого элемента. Для выбора показателя качества используйте приведенную сверху шкалу.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | № п/п | Критерии оценки | | | | | | | | Отметьте, насколько Вы согласны с утверждением, сделав отметку в соответствующем поле | | | | | | | | | | | | | | | | | | | | | | | | Нет | | | | | | | Скорее нет | | | | | | Скорее да | | | | | Да | | | | | |  | **Условия проживания** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Мебель в жилых номерах в отличном состоянии | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Техника (телевизор, холодильник и т.п.) в жилых номерах в отличном состоянии | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Жилые номера хорошо отремонтированы | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | В жилых номерах достаточно просторно | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | В жилых номерах достаточно естественного освещения | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Жилые номера можно назвать комфортными | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Места общего пользования (столовая, спортивные площадки и т.д.) хорошо благоустроены | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Сантехнические узлы исправны | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Территория** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Территория достаточно большая | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Территория достаточно благоустроена | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Территория достаточно ухожена | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Питание** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Еда в столовой вкусная | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Порции в столовой достаточно большие | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Времени на прием пищи достаточно | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Персонал и общее впечатление от обслуживания в оздоровительной организации** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Если у отдыхающих возникают затруднения во время отдыха, то руководство и персонал принимали самое активное участие для их разрешения | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал заранее предупреждал отдыхающих о возможных проблемах | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал был дисциплинированным | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал проявил себя в качестве профессионалов высокого уровня | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал выглядит опрятно | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал мне понравился | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Между персоналом и отдыхающими наладилась атмосфера доверия и взаимопонимания | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал был вежливым по отношению к отдыхающим | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Руководство оздоровительной организации оказывало всяческую поддержку персоналу для эффективной работы с отдыхающими | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | К отдыхающим проявлялся индивидуальный подход | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Персонал ориентирован на интересы отдыхающих | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Услуги** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Квалифицированная медицинская помощь предоставлялась отдыхающим при необходимости | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Безопасность жизни, здоровья и имущества была обеспечена отдыхающим | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Программа отдыха** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Программа отдых была интересной и увлекательной | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | | 6.2. | Экскурсии были интересными, познавательными (если не посещали, оставьте поле не заполненным) | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Отношения с другими отдыхающими во время отдыха** | | | | | | | | **1** | | | | | | | **2** | | | | | | **3** | | | | | **4** | | | | | |  | Другие отдыхающие следили за своими детьми и несли ответственность за их действия | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Другие отдыхающие распивали алкогольные напитки в общественных местах | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Другие отдыхающие курили на территории оздоровительной организации только в специально отведенных местах | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | Другие отдыхающие совершали действия, нарушающие покой отдыхающих и тишину в ночное время | | | | | | | |  | | | | | | |  | | | | | |  | | | | |  | | | | | |  | **Если говорить в целом, насколько Вы удовлетворены отдыхом в этом санатории/доме отдыха?** | | | | | | | | 0 | 1 | | 2 | | | | | 3 | | 4 | | 5 | | 6 | | 7 | 8 | | | | 9 | 10 | |  |  | |  | | | | |  | |  | |  | |  | |  |  | | | |  |  | |  | **Как бы Вы оценили репутацию данной оздоровительной организации?** | | | | | | | | Крайне положительная | | | | | | Скорее положительная | | | | | Не могу сказать определенно | | | | Скорее отрицательная | | | | | Крайне отрицательная | | | |  | **Насколько вероятно, что Вы посоветуете ГАУК "МОСГОРТУР" как организатора совместного отдыха с ребенком своим друзьям, коллегам?** | | | | | | | | 0 | 1 | | 2 | | | | | 3 | | 4 | | 5 | | 6 | | 7 | 8 | | | | 9 | 10 | |  |  | |  | | | | |  | |  | |  | |  | |  |  | | | |  |  | |