

ACCOR HOTELS

Feel Welcome

●●○○ SFR 09:56 40 %

analytics.trustyou.com

Novotel Lyon Nord Porte de Lyon




www.accorhotels.com

0% progress NEXT

How would you rate your overall experience ? *

1 2 3 4 5 6 7 8 9 10

Rate here

< >   

●●○○ SFR 09:56 40 %

analytics.trustyou.com

0% progress NEXT

How would you rate your overall experience ? *

1 2 3 4 5 6 7 8 9 10

Rate here

Please briefly describe how your experience was staying with us.

Please write a few sentences about your experience at our hotel. Your feedback helps us to improve our services.

Number of remaining characters: 8000.

●●○○ SFR 09:57 40 %

analytics.trustyou.com

0% progress NEXT

Number of remaining characters: 8000.

What sort of trip was this? *

Business Family

Couple Friends

Single

Are you a Le Club Accorhotels member? *

●●○○○ SFR 09:57 40 % analytics.trustyou.com

0% progress NEXT

Are you a Le Club Accorhotels member? *

☐ Yes, I have Classic status

☐ Yes, I have Silver status

☐ Yes, I have Gold status

☐ Yes, I have Platinum status

☐ No

How did you book this hotel?

☐ On accorhotels.com / Novotel.com

☐ I called the hotel / the Accor reservation centre / I came directly

☐ On another website (eg. Booking, Expedia ...)

●●○○○ SFR 09:59 39 % analytics.trustyou.com

BACK 16% progress NEXT

During your stay how satisfied were you with:

The overall quality of service? *

1 2 3 4 5 6 7 8 9 10

Rate here

The friendliness and attentiveness of our staff? *

1 2 3 4 5 6 7 8 9 10

Rate here

The overall quality of accommodation? *

1 2 3 4 5 6 7 8 9 10

●●○○○ SFR 09:59 39 % analytics.trustyou.com

BACK 16% progress NEXT

The overall quality of accommodation? *

1 2 3 4 5 6 7 8 9 10

Extremely Satisfied

The helpfulness of the staff to provide you advice/ smart info to facilitate your stay?

1 2 3 4 5 6 7 8 9 10

Extremely Satisfied

BACK NEXT

Fields marked with * are mandatory.

●●○○○ SFR 09:59 39% analytics.trustyou.com

BACK 31% progress NEXT

Would you recommend the Novotel brand to one of your friends, colleagues or relatives? *

1 2 3 4 5 6 7 8 9 10

Rate here

Would you stay at this hotel again, if you were to return to this area?

1 2 3 4 5 6 7 8 9 10

Rate here

Did you "feel welcome" during your stay?

1 2 3 4 5 6 7 8 9 10

Rate here

●●○○○ SFR 09:59 39% analytics.trustyou.com

BACK 47% progress NEXT

How would you rate...

Your check-in experience? *

1 2 3 4 5 6 7 8 9 10

Rate here

Your room & bathroom experience? *

1 2 3 4 5 6 7 8 9 10

Rate here

The cleanliness of your room and bathroom?

1 2 3 4 5 6 7 8 9 10

Rate here

●●○○○ SFR 17:38 80% analytics.trustyou.com

BACK 44% progress NEXT

Your room and bathroom facilities?

1 2 3 4 5 6 7 8 9 10

Rate here

The overall condition (floors, walls, furniture...) of your room and bathroom?

1 2 3 4 5 6 7 8 9 10

Rate here

BACK NEXT

Fields marked with * are mandatory.

SFR 17:38 80 % analytics.trustyou.com

BACK 59% progress NEXT

How would you rate...

Your breakfast experience? *

1 2 3 4 5 6 7 8 9 10 N/A

Rate here

Your lunch/dinner experience? *

1 2 3 4 5 6 7 8 9 10 N/A

Rate here

Your bar experience? *

1 2 3 4 5 6 7 8 9 10 N/A

Rate here

SFR 17:38 80 % analytics.trustyou.com

BACK 59% progress NEXT

Your check-out experience? *

1 2 3 4 5 6 7 8 9 10

Rate here

How would you rate your overall wifi experience?

1 2 3 4 5 6 7 8 9 10

Rate here

BACK NEXT

Fields marked with * are mandatory.

Verified Reviews TrustYou™

SFR 17:38 80 % analytics.trustyou.com

BACK 74% progress NEXT

The ease of access to the wifi?

1 2 3 4 5 6 7 8 9 10

Rate here

The speed of wifi connection?

1 2 3 4 5 6 7 8 9 10

Rate here

●●○○ SFR 17:39 80 % analytics.trustyou.com

BACK 74% progress NEXT

Did you experience any problem(s) during your stay?

Did you experience any problem(s) during your stay?

☐ Yes

☐ No

Regarding our loyalty programme, how would you rate...

Your overall satisfaction with our Le Club Accorhotels loyalty programme?

●●○○ SFR 17:39 80 % analytics.trustyou.com

BACK 74% progress NEXT

Regarding our loyalty programme, how would you rate...

Your overall satisfaction with our Le Club Accorhotels loyalty programme?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Rate here

Would you recommend the Le Club Accorhotels loyalty programme to one of your friends, colleagues or relatives?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Rate here

●●○○ SFR 17:39 80 % analytics.trustyou.com

BACK 100% progress

Your profile:

Your gender *

☐ Male

☐ Female

☐ Other

Your nationality

-

Year of Birth

-

I would like to receive the Novotel

Booking.com

●●○○○ SFR 16:31 37 %

Booking.com BV

2 Évaluez cet établissement :

Votre évaluation aura une influence sur la note des commentaires.

Personnel

☹️ 😐 😊 😄

Équipements

☹️ 😐 😊 😄

Propreté

☹️ 😐 😊 😄

Confort

☹️ 😐 😊 😄

Rapport qualité/prix

☹️ 😐 😊 😄

Situation géographique

☹️ 😐 😊 😄

●●○○○ SFR 16:32 37 %

Booking.com BV

Personnel

☹️ 😐 😊 😄

Équipements

☹️ 😐 😊 😄

Propreté

☹️ 😐 😊 😄

Confort

☹️ 😐 😊 😄

Rapport qualité/prix

☹️ 😐 😊 😄

Situation géographique

☹️ 😐 😊 😄

Nous avons calculé la note globale de vos commentaires

9,2

●●○○○ SFR 16:32 38 %

Booking.com BV

3 Pourriez-vous nous en dire un peu plus ?

😊 Qu'avez-vous aimé ?

L'accueil et le service.

Vous commencez bien, dites-nous en plus !

☹️ Que n'avez-vous pas apprécié ?

Qu'est-ce qui pourrait être amélioré ?

< > OK

1 2 3 4 5 6 7 8 9 0

- / : ; () € & @ "

#+= . , ? ! ' < >

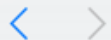
ABC 🌐 🎤 espace retour

Résumez votre séjour en une phrase courte.

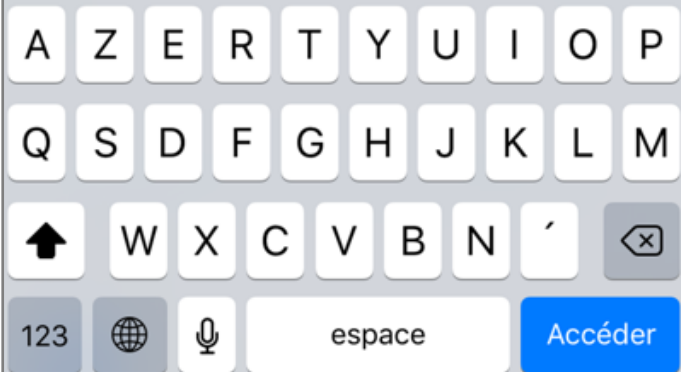
4 Ajoutez des photos à votre commentaire

Votre chambre offrait-elle une vue splendide ? Le petit-déjeuner était-il délicieux ? Vous pouvez inclure 3 photos de votre séjour.

Ajouter des photos




OK





Revenir à Mail 18:01 78 %

rcp-demo.ext.tripadvisor.com

Powered by 

Wrong restaurant?

Rangoli at Yas Island Rotana TestData

[Wrong restaurant?](#)




Your overall rating of this restaurant ☒

☐ ☐ ☐ ☐ ☐

Title your review ☒

☒

☒

< >   

Revenir à Mail 18:01 78 %

rcp-demo.ext.tripadvisor.com

Rangoli at Yas Island Rotana TestData

[Wrong restaurant?](#)

Your overall rating of this restaurant ☒

☐ ☐ ☐ ☐ ☐

Title your review ☒

☒

(100 character minimum)

Reviews must be at least 100 characters.

What sort of visit was this? ☒

When did you visit? ☒

Revenir à Mail 18:01 78 %

rcp-demo.ext.tripadvisor.com

When did you visit? ☒

Food

☐ ☐ ☐ ☐ ☐

Value

☐ ☐ ☐ ☐ ☐

Service

☐ ☐ ☐ ☐ ☐

Atmosphere

☐ ☐ ☐ ☐ ☐

Submit your review