

Collecting feedback via personal email invitations with ezySurvey.com

1 You compile a list of email addresses of the people (e.g. Customers, opinion panel, etc) you want to participate to your survey (to answer your questionnaire).

Usually you can get such a list by exporting the email addresses of your e.g. Customers directly from your CRM / management / ERP or Accounting system.

You copy and paste this list of email addresses to the **ezySurvey.com** and you click on **Save**.

ezySurvey.com emails a **personal invitation** to each email address that invites the recipient to answer the questionnaire **electronically**.

ezySurvey™

My Surveys > USEAC System :: Aldemar Hotels & Spa (http://www.aldemarhotels.com) ::

Please fill in the boxes below.
Fields marked with * are required.

Email * ; Code:

Tip: Copy and Paste (as plain text) no more than 250 emails per time to avoid server timeout. The list of emails must be in one of the two following formats:
emails list format 1 (email only):
email1
email2
email3
etc
or
emails list format 2 (email + code):
email1 ; code1
email2 ; code2
email3 ; code3
etc

Survey to respond to: * Epoches Guesthouse-Customer Sat.Survey 2006-2009 (expires: 31/12/2012, visitor user: guest4@aldemar) ▼
Tip: Please select carefully the correct survey you want to send invitations for. This USEAC code will be generated for Visitor user guest4@aldemar

Notes: An email invitation will be sent to the above emails in order to answer our online survey.

Save

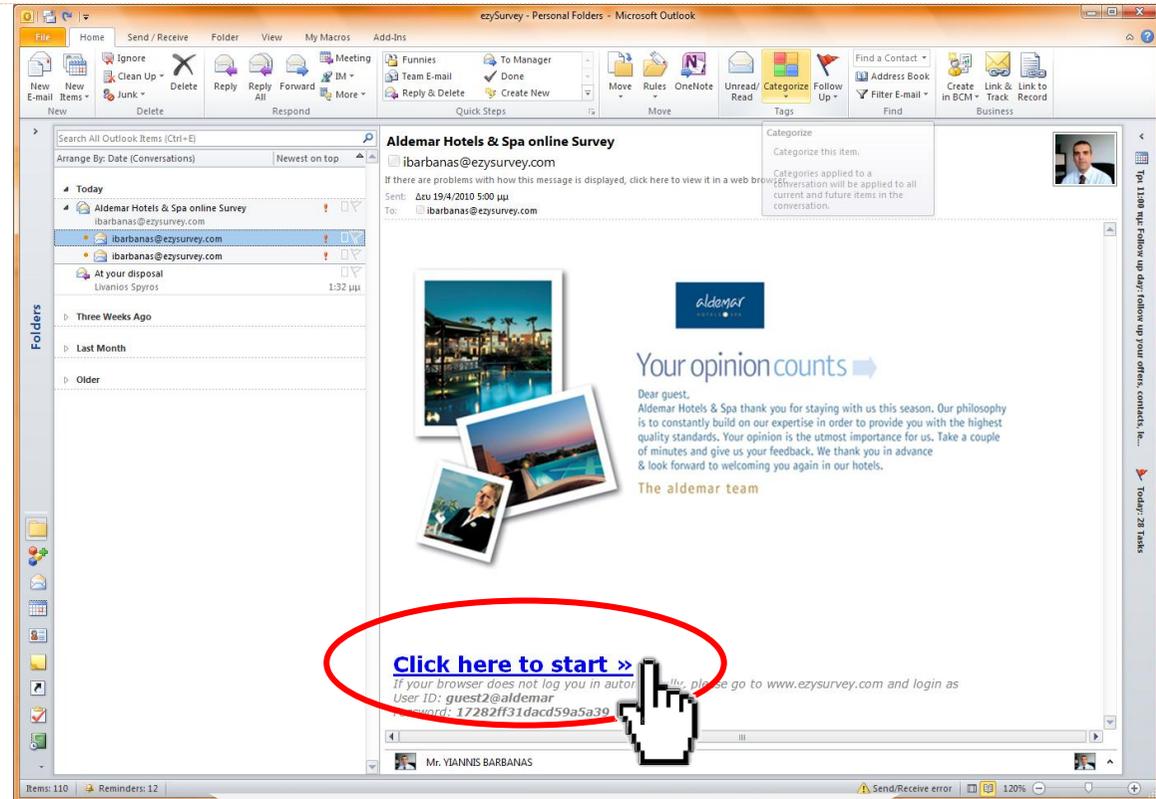
“..ezySurvey.com
is sending emails..”



2 Each recipient receives the invitation (as a postcard, thank you letter, etc) in the Inbox of their **personal** email address.

Note that due to the fact that the email invitations are personal, **only** the people who invited will answer your questionnaire.

Then the recipient clicks on the invitation in order to start answering to the questionnaire via the Web.



"..user clicks on the invitation.."

3 ezySurvey.com shows them the electronic version of your questionnaire (survey).

The person responds to the questions of your questionnaire and finally submits their feedback **electronically**.

Once the feedback is sent, the invitation is considered delivered and it cannot be used again (e.g. for answering the same questionnaire twice).

CV PV PRM 2009

Guest Questionnaire

Kindly fill in your contact details below :

1. First and Last name: *
JOE DOE
2. Country of origin:
Austria [AT]
3. Room Number:
The char length must be less than or equal to 10.
A100
4. Arrival: *
01/08/2010 dd/mm/yyyy
5. Departure : *
31/08/2010 dd/mm/yyyy
6. Email: *
joe@vox.com
7. How did you come across to this survey? *
 - Via web site www.aldeemarhotels.com
 - Via a personal invitation that I received in my email
 - Via a questionnaire I found in the hotel room

"..user submits their answers electronically.."

4 Your panels' ratings / comments / suggestions / etc are sent **electronically** to your ezySurvey.com account for further **analysis** and **reporting**

3. How would you describe your experience with us?		Response Total	Response Percent
5 - Excellent		1954	59.19%
4 - Very Good		1042	31.57%
3 - Good		234	7.09%
2 - Average		54	1.64%
1 - Poor		17	0.51%
Total Respondents		3301	
(skipped this question)		359	

4. Would you visit one of the Hotels again?		Response Total	Response Percent
Yes		201	5.70%
No		201	5.70%
Total Respondents		3524	
(skipped this question)		136	

Benefits of collecting feedback via personal email invitations with ezySurvey.com

- Save time:
 - by transferring the data entry job you are doing now to the people who will respond to the questionnaire.
 - by letting ezySurvey.com distributing your questionnaire instantly to the people you want to answer it.
- Save money by cutting on printing costs of paper surveys while using environmental friendly practices (something your customers must know about!)
- Faster response times: 1.000 email invitations can be sent in 10 seconds
- Faster results: you will start collecting answers to your questionnaire even within the same hour after you sent the invitations.
- Impressive feedback mechanism that enhances your company's image



Contact **ezySurvey.com** now at

www.ezysurvey.com/contact_us_en.asp

Thank you for your interest on **ezySurvey.com** services