

|                        |          | 4月  | 5月  | 6月  | 7月  | 8月  | 9月  | 10月 | 11月 | 12月 | 1月  | 2月  | 3月  | 合計  |
|------------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1. 当施設をどのような方法で知りましたか？ | 以前利用     | 22  | 38  | 38  | 53  | 42  | 28  | 35  | 13  | 22  | 8   | 14  | 32  | 345 |
|                        | HP       | 2   | 9   | 6   | 4   | 13  | 6   | 6   | 5   | 2   | 2   | 3   | 8   | 66  |
|                        | 口コミ      | 0   | 3   | 5   | 6   | 3   | 3   | 0   | 1   | 0   | 1   | 4   | 4   | 30  |
|                        | チラシを見て   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 3   |
|                        | 当施設からのDM |     |     |     |     |     |     |     |     |     |     | 0   | 1   | 1   |
|                        | 合計       | 25  | 50  | 50  | 63  | 58  | 37  | 41  | 19  | 24  | 12  | 21  | 45  | 445 |
| 2. 施設について              | 満足       | 16  | 37  | 36  | 47  | 34  | 28  | 32  | 16  | 17  | 5   | 11  | 35  | 314 |
|                        | ふつう      | 9   | 12  | 15  | 16  | 22  | 7   | 8   | 4   | 7   | 6   | 5   | 19  | 130 |
|                        | 不満       | 0   | 1   | 0   | 2   | 2   | 2   | 0   | 0   | 0   | 1   | 0   | 0   | 8   |
|                        | 合計       | 25  | 50  | 51  | 65  | 58  | 37  | 40  | 20  | 24  | 12  | 16  | 54  | 452 |
| 3. 食事について              | 満足       | 19  | 34  | 34  | 45  | 35  | 22  | 30  | 10  | 13  | 7   | 13  | 24  | 286 |
|                        | ふつう      | 5   | 12  | 14  | 12  | 19  | 8   | 10  | 6   | 8   | 6   | 3   | 13  | 116 |
|                        | 不満       | 1   | 0   | 0   | 2   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 2   | 8   |
|                        | 合計       | 25  | 46  | 48  | 59  | 55  | 31  | 41  | 16  | 21  | 13  | 16  | 39  | 410 |
| 4. 職員の対応について           | 満足       | 21  | 46  | 42  | 59  | 49  | 28  | 35  | 18  | 17  | 11  | 19  | 39  | 384 |
|                        | ふつう      | 4   | 3   | 8   | 7   | 9   | 5   | 5   | 0   | 6   | 2   | 2   | 4   | 55  |
|                        | 不満       | 0   | 2   | 2   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 6   |
|                        | 合計       | 25  | 51  | 52  | 67  | 58  | 34  | 40  | 18  | 23  | 13  | 21  | 43  | 445 |
| 5. 達成度                 | 100～90%  | 13  | 34  | 34  | 50  | 42  | 22  | 29  | 16  | 17  | 5   | 14  | 34  | 310 |
|                        | 89～70%   | 10  | 14  | 15  | 14  | 14  | 9   | 10  | 3   | 5   | 2   | 4   | 9   | 109 |
|                        | 69～50%   | 1   | 1   | 1   | 2   | 0   | 4   | 1   | 0   | 0   | 0   | 1   | 2   | 13  |
|                        | 49～30%   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   |
|                        | 29～10%   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 2   |
|                        | 9～0%     | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |
|                        | 合計       | 24  | 50  | 50  | 66  | 58  | 35  | 40  | 19  | 22  | 8   | 19  | 45  | 436 |
| 6.回収率                  | 宿泊団体数合計  | 32  | 103 | 80  | 101 | 98  | 55  | 50  | 26  | 26  | 17  | 23  | 59  | 670 |
|                        | 回収団体数    | 25  | 51  | 51  | 67  | 58  | 32  | 41  | 18  | 24  | 13  | 21  | 49  | 450 |
|                        | 29年度回収率  | 78% | 50% | 64% | 66% | 59% | 58% | 82% | 69% | 92% | 76% | 91% | 83% | 67% |
|                        | 28年度回収率  | 77% | 78% | 82% | 72% | 70% | 50% | 71% | 67% | 84% | 68% | 73% | 67% | 72% |