



Surveys Results by Question

Surveys
New Survey - En... ▾

Views
All Responses ▾

Filters

Display
List - Daily ▾

⋮ Actions

Summary

Global Average
83.0% -0.6

Net Promoter Score®
+21.43 -10.26

Responses
224 -19

Answer	Responses		NPS®		% of total responses	
Very Good	88	-10	+84.09	-3.66	39.29%	-1.04
Good	95	-8	+2.11	-16.34	42.41%	+0.02
Fair	30	-2	-60.0	+2.50	13.39%	+0.22
Poor	9	+1	-88.89	-13.89	4.02%	+0.73
Terrible	2	0	-100.0	-	0.89%	+0.07

Global Average ▾

Average Rating
83.04% -0.59

Responses
224 -19

Avg. Rating

⊕ Show 1 Conditional Questions

Arrival ▾

Average Rating

85.89%

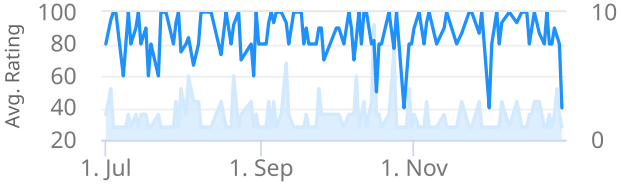
-1.10

Responses

224

-19

Avg. Rating



[⊕ Show 2 Conditional Questions](#)

Departure

Average Rating

86.07%

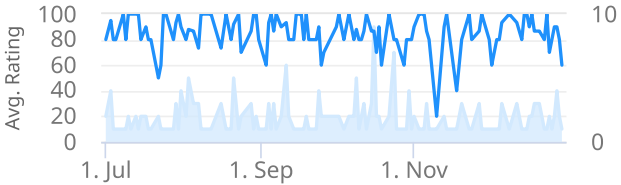
+0.15

Responses

224

-19

Avg. Rating



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Guestroom

Average Rating

83.84%

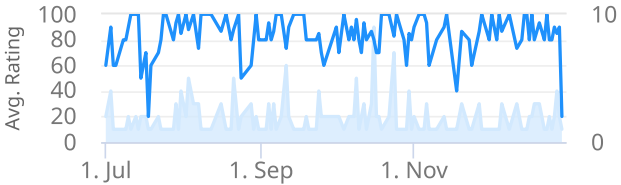
-1.43

Responses

224

-19

Avg. Rating



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WiFi

Average Rating

85.09%

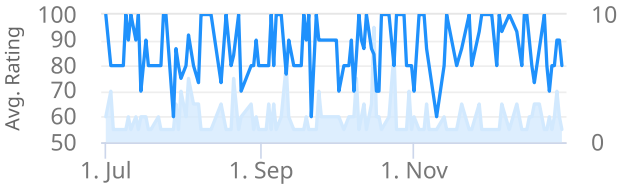
+0.73

Responses

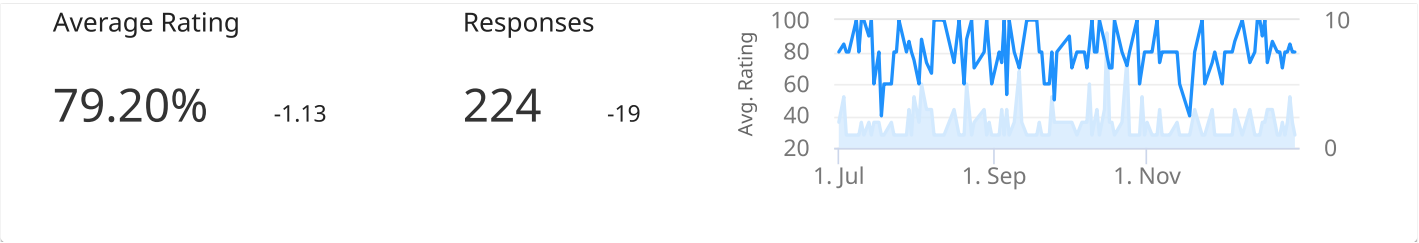
224

-19

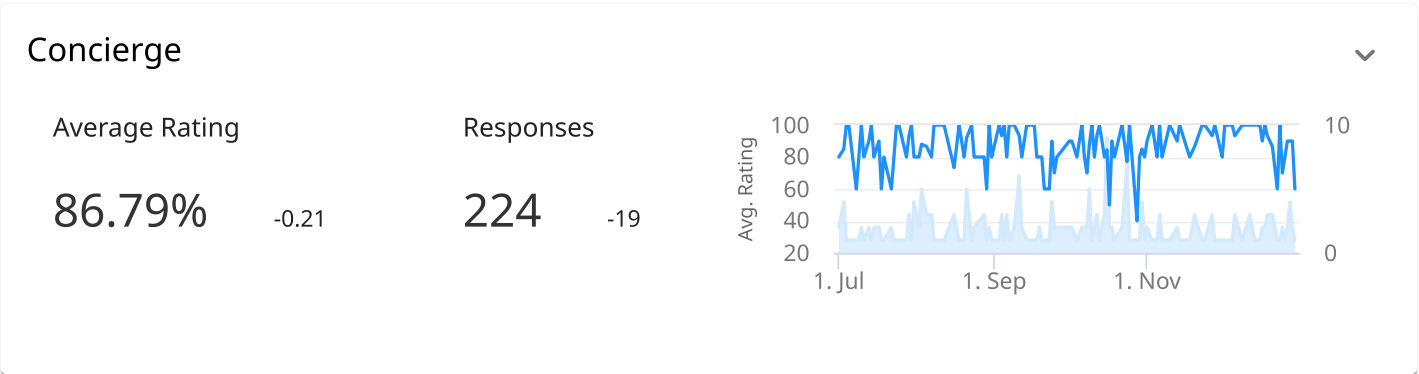
Avg. Rating



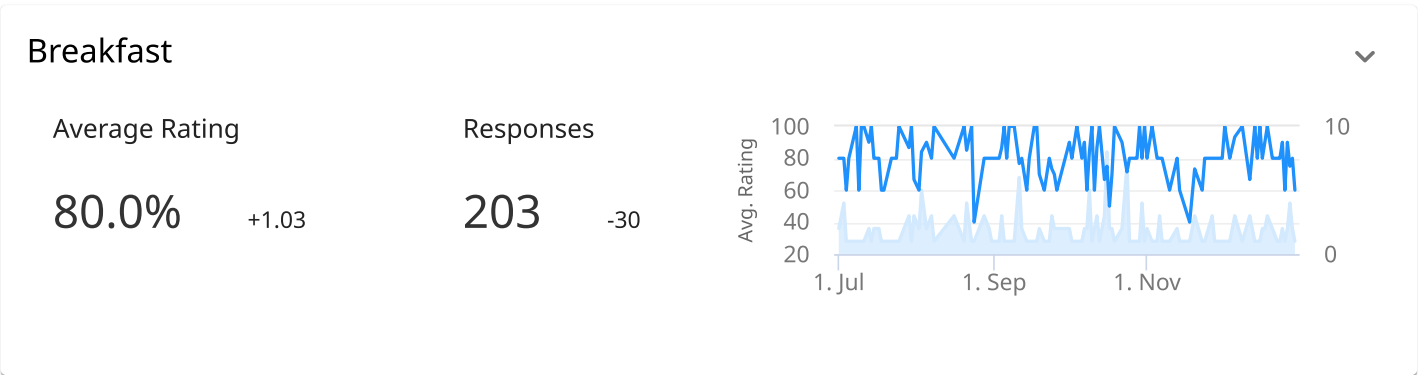
Public Areas



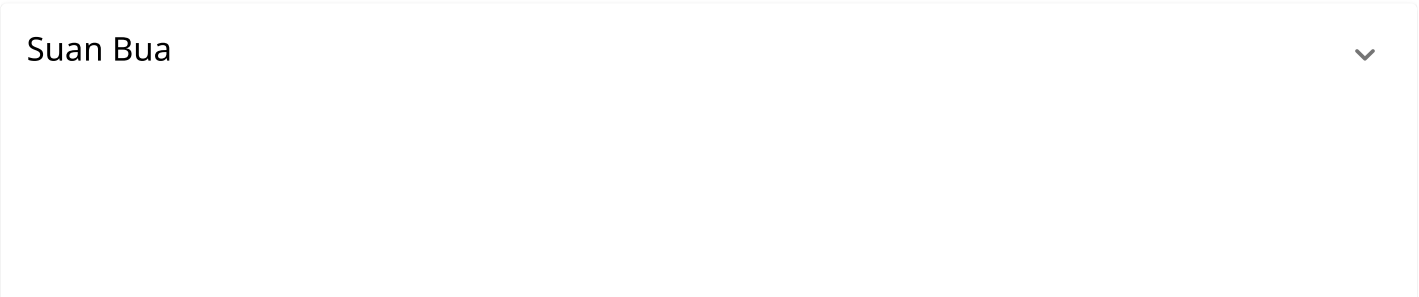
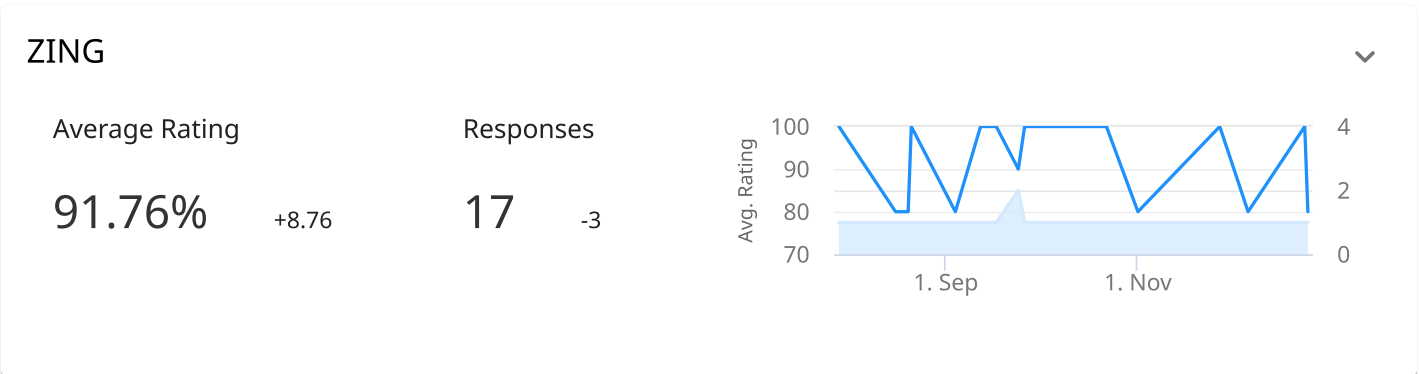
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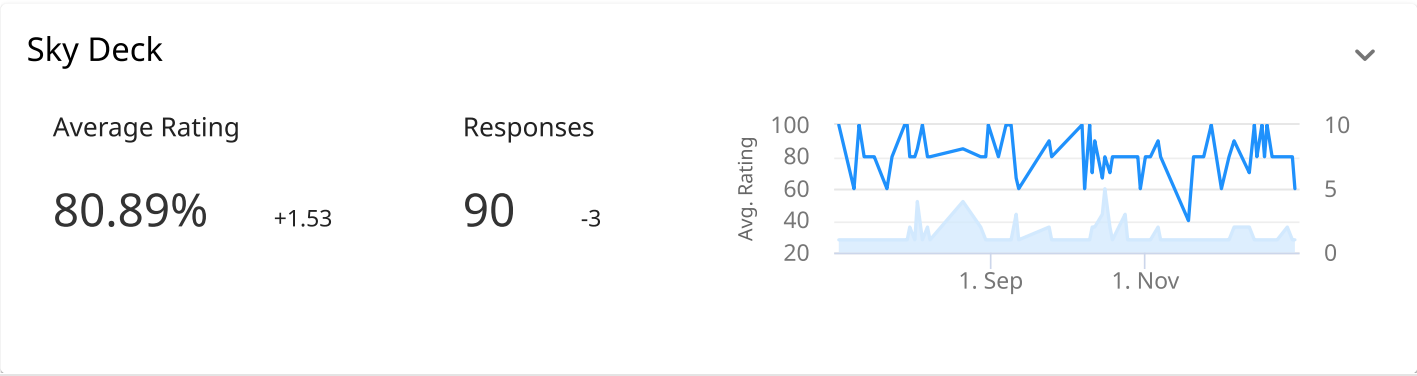
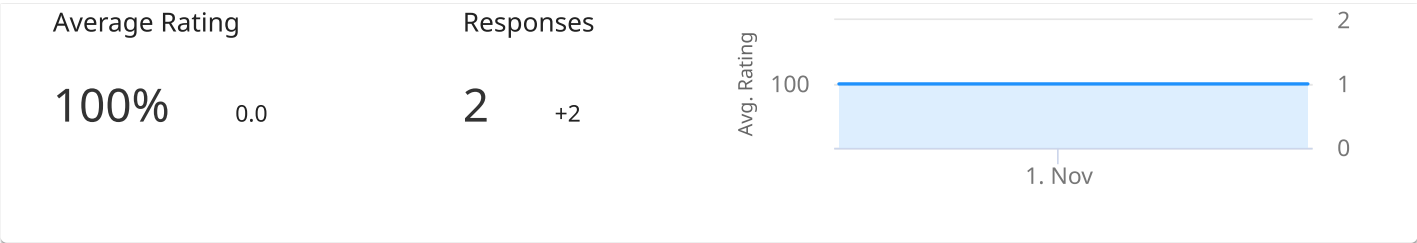


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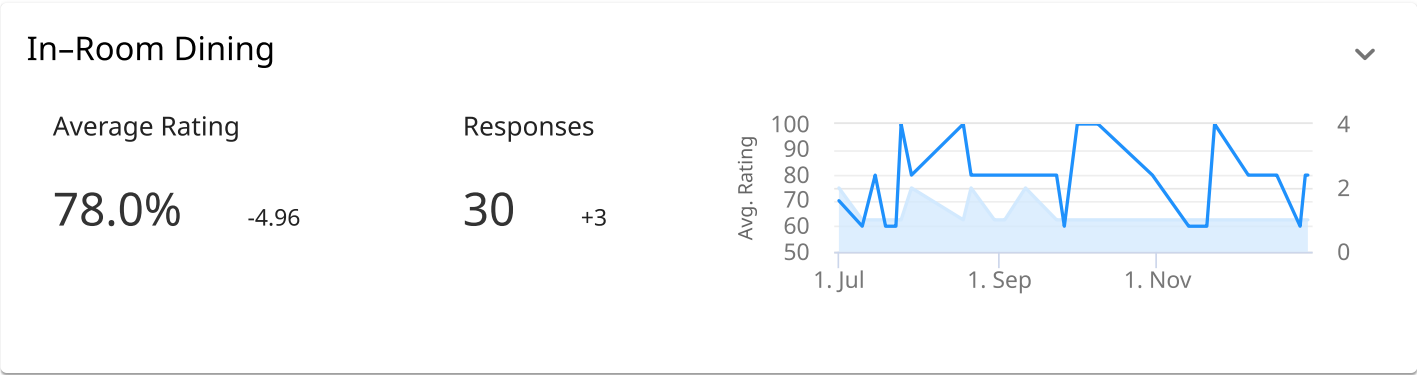
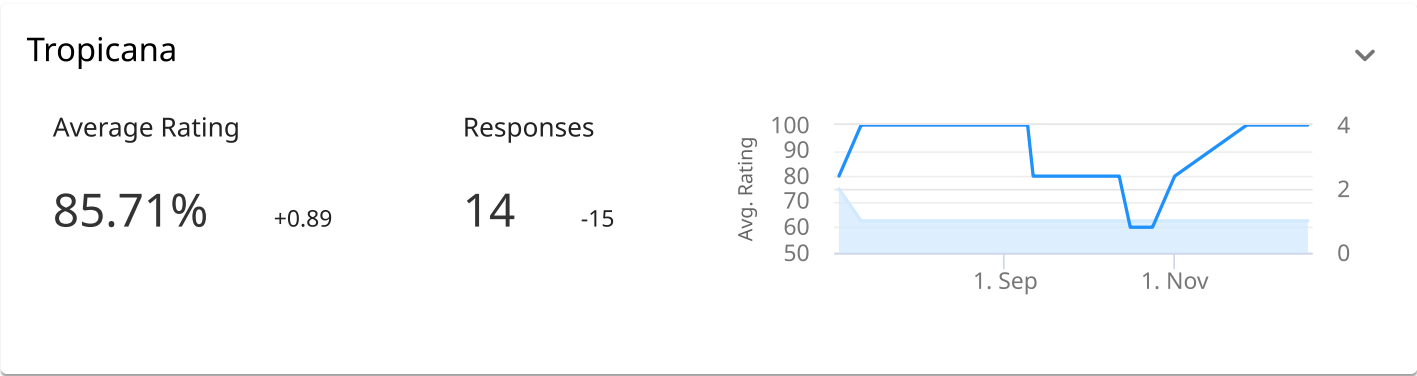
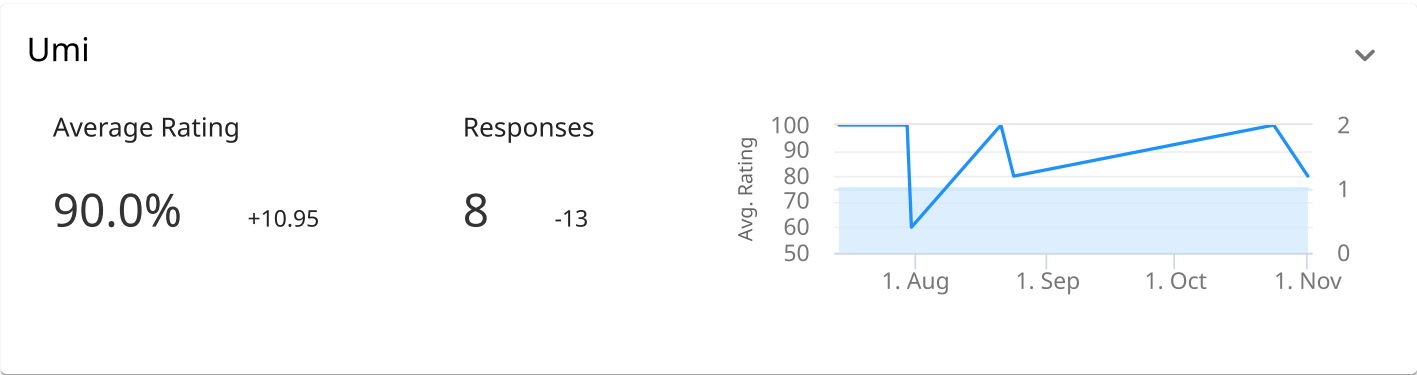


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[+ Show 1 Conditional Questions](#)



Pool Bar

Average Rating

82.22% 0.0

Responses

18 +18



[+ Show 1 Conditional Questions](#)

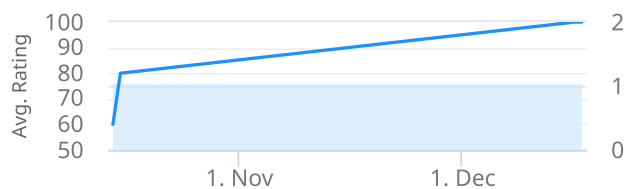
Club Lounge

Average Rating

85.0% 0.0

Responses

4 +4



[+ Show 1 Conditional Questions](#)

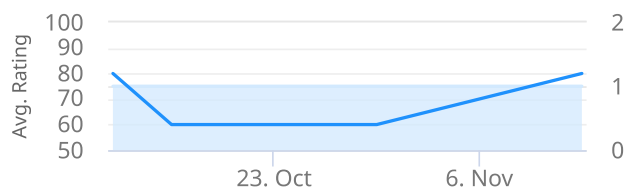
Fitness Centre

Average Rating

70.0% 0.0

Responses

4 +4



[+ Show 1 Conditional Questions](#)

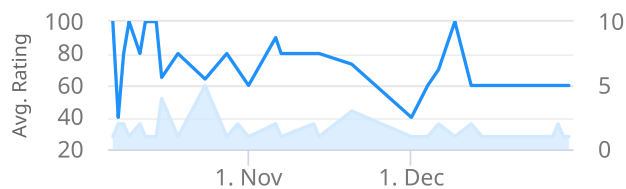
Kids Club

Average Rating

71.06% 0.0

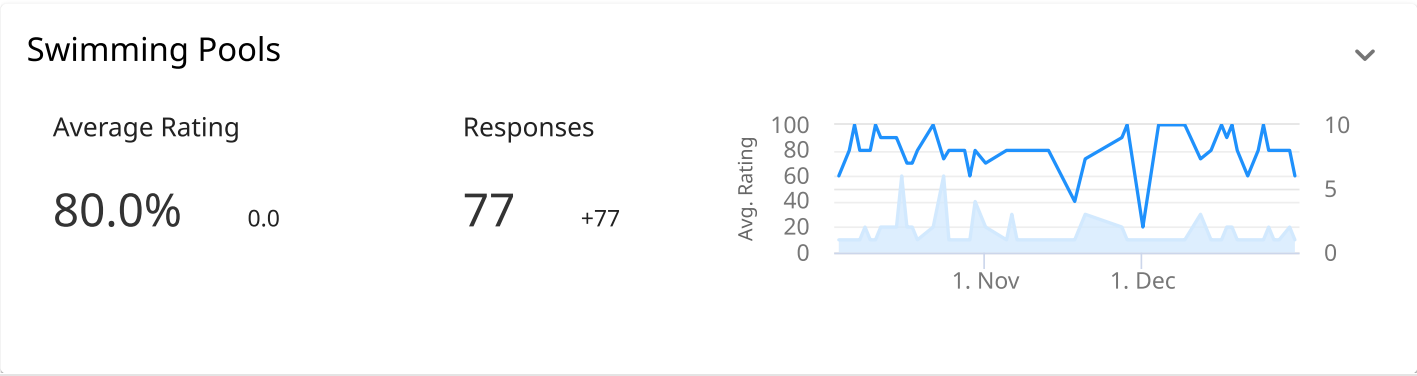
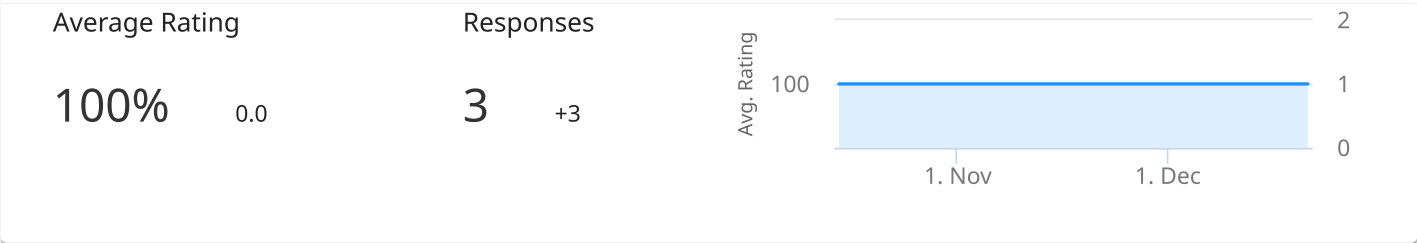
Responses

47 +47

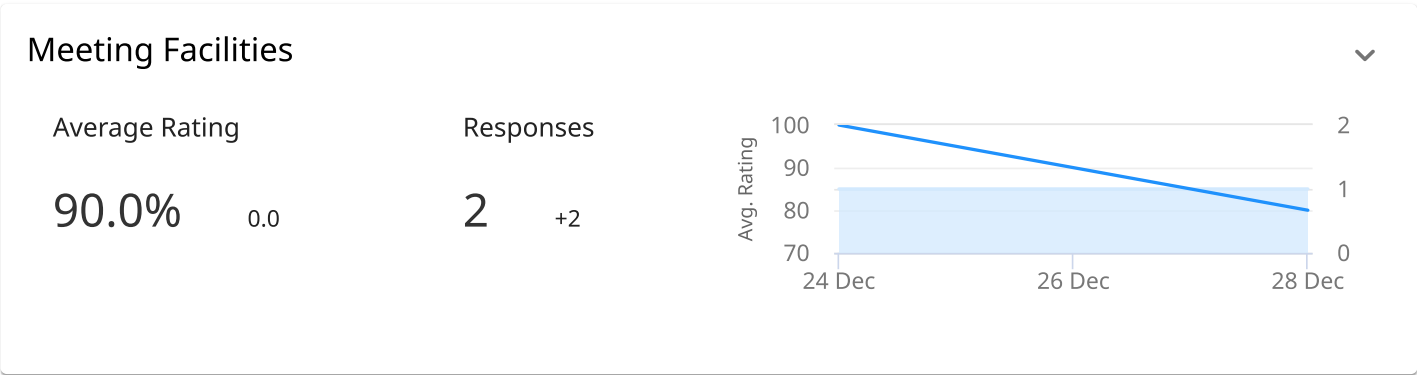


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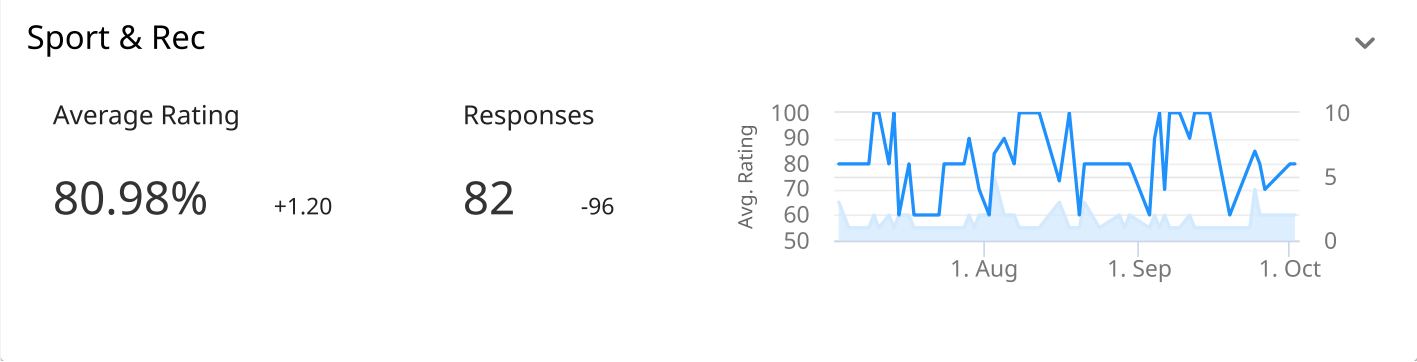
Spa Cenvaree



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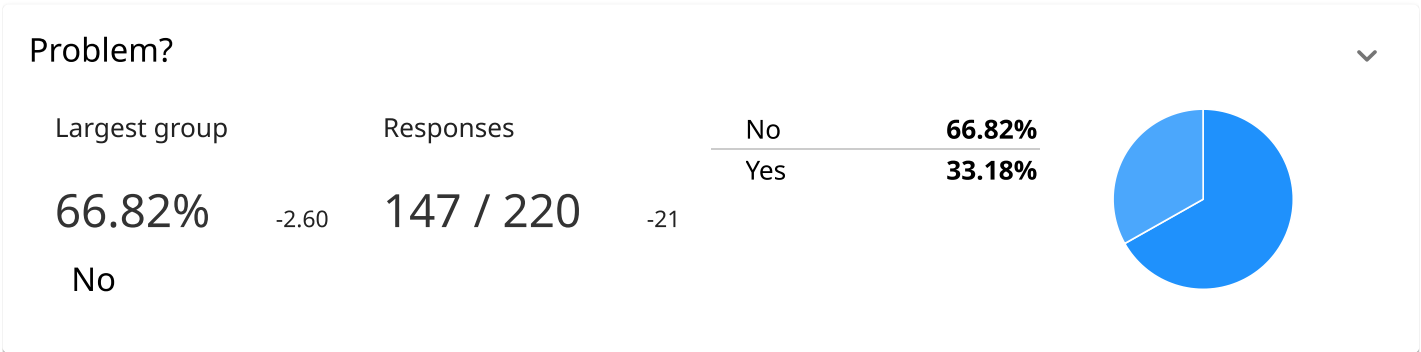
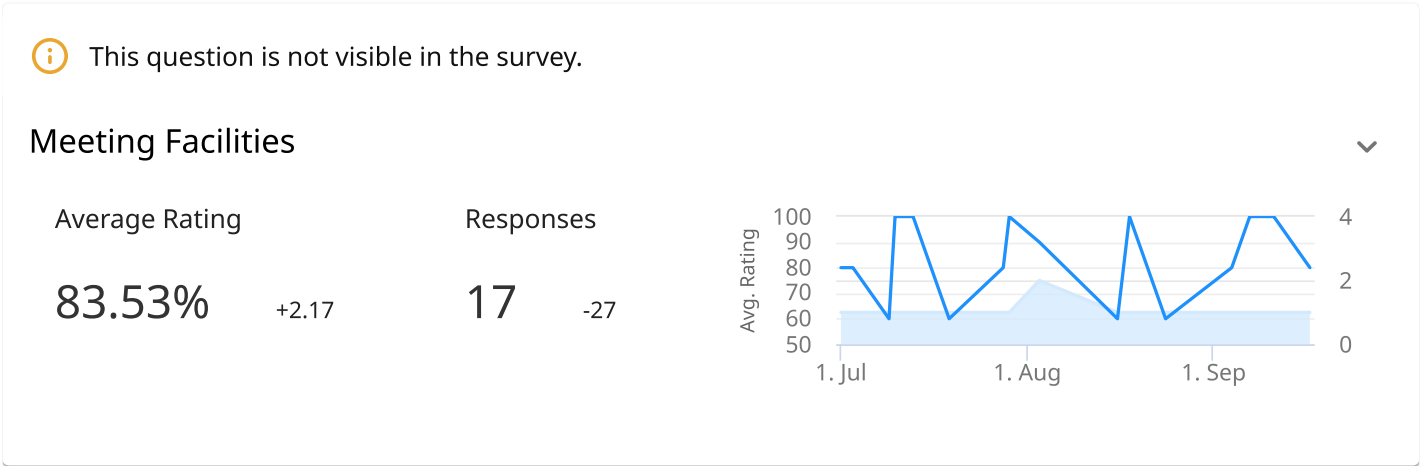
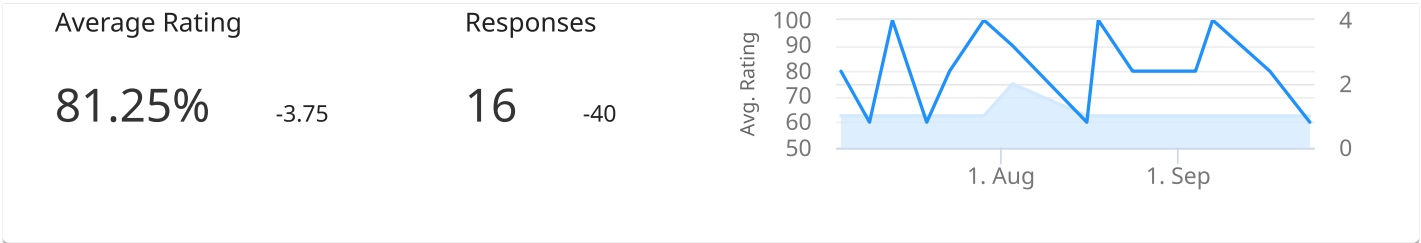
This question is not visible in the survey.



[+ Show 2 Conditional Questions](#)

This question is not visible in the survey.

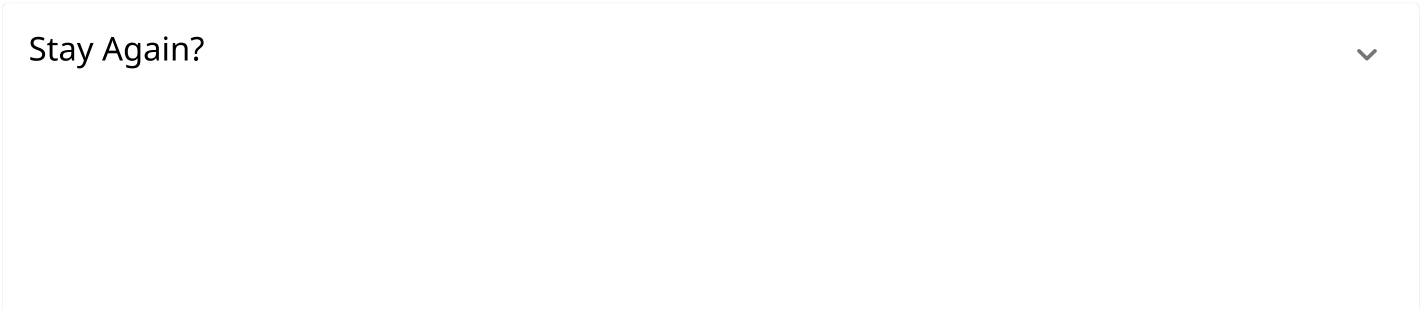




[+ Show 2 Conditional Questions](#)



[+ Show 1 Conditional Questions](#)



Largest group

Responses

Yes

87.21%

87.21%

-1.44

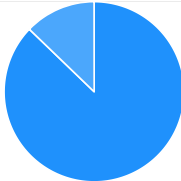
191 / 219

-20

Yes

No

12.79%



[+ Show 4 Conditional Questions](#)

Recommendation

▼

NPS®

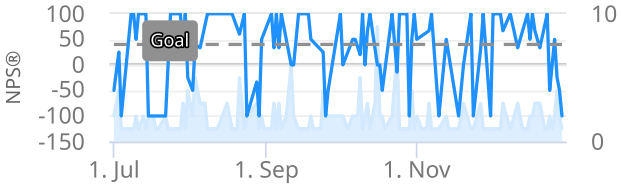
Responses

+21.43

-10.26

224

-19



[+ Show 1 Conditional Questions](#)

Memorable stay - comment

Comments

133

+9

🌐

Download

ใส่ใจเรื่องความสะอาด มีสิ่งอำนวยความสะดวกพื้นฐาน เช่น ตู้เย็นที่ดี แสดงความรับผิดชอบต่อความผิดพลาดของโรงแรมให้มากกว่านี้

Jutharat Jaroonsirisat

Thai

30 Dec 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0504

เพิ่มพื้นที่สวนสนุกของเด็ก

Payab Comthanom

Thai

29 Dec 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0307

Already mentioned

Worawat Sriudom

Thai

29 Dec 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0306

First aid kit on site. My child bumped his head and it took quite sometime to get ice. Better trained restaurant staff. Maintenance at the facility. New towels and hair towels provided. Minibar improved. At least some soft drinks and snacks. Improved beach area. Photos on centara website are misleading.

Victoria Barnard

English

28 Dec 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0301

improve electricity system

1

of 27

Next >

1 Centara One Card Member?

Largest group

Responses

Yes

72.48%

No

27.52%

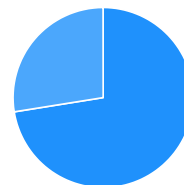
72.48%

+14.39

158 / 218

+18

Yes



Green Ranking

Average Rating

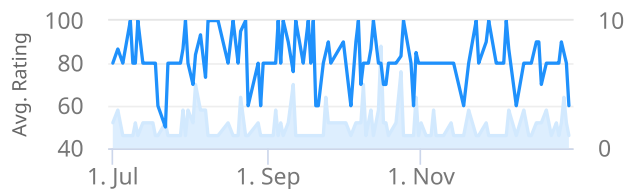
Responses

82.09%

-1.44

201

-20



[+ Show 1 Conditional Questions](#)

Green Recommendations

Comments



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59

12

ไม่มี

Anuphong Jirapisaisuk

Thai

12 Oct 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0305

ไม่มี

Kanyanut Poophueng

Thai

11 Oct 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0507

none

Pornthep Lumcare

Thai

09 Oct 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0411

No

Kedsara Nakaratanakorn

Thai

08 Oct 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0715

ไม่มี

Kidsada Sungsi

Thai

07 Oct 2023

Centara Sonrisa Residences & Suites Sriracha

Room 0418

< Previous

6

of 12

Next >

