

| CRUISE 05_STB-AMS | MS Royal Crown | | | | Start: End: | 5/12/2017 5/20/2017 | | | |
|---------------------------------------|----------------|----------|------------|----------|----------------|------------------------|-------------|-------------|--|
| | Excellent | Good | Acceptable | Poor | Not Acceptable | # of forms | Average | Standard | |
| Housekeeping | | | | | | | | | |
| Friendliness of Stateroom Attendants | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Overall cleanliness in staterooms | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Cleanliness of cabin | 28 | 2 | 0 | 0 | 0 | 30 | 9.83 | 8.50 | |
| Cleanliness of public areas | 28 | 2 | 0 | 0 | 0 | 30 | 9.83 | 8.50 | |
| Bar/lounge | | | | | | | | | |
| Friendliness of the bar/ lounge staff | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Appearance of the Bar / Lounge staff | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Quality of the service level | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 8.50 | |
| Cleanliness of bars/ lounges | 28 | 2 | 0 | 0 | 0 | 30 | 9.83 | 8.50 | |
| Musiker/Entertainment | | | | | | | | | |
| Quality of musician | 19 | 8 | 2 | 0 | 0 | 29 | 8.97 | 8.50 | |
| Restaurant | | | | | | | | | |
| Friendliness of restaurant staff | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Appearance of restaurant staff | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Quality of service | 28 | 2 | 0 | 0 | 0 | 30 | 9.83 | 8.50 | |
| Cleanliness of restaurant | 28 | 2 | 0 | 0 | 0 | 30 | 9.83 | 8.50 | |
| Culinary | | | | | | | | | |
| Quality of breakfast | 22 | 8 | 0 | 0 | 0 | 30 | 9.33 | 8.50 | |
| Variety of breakfast selection | 25 | 5 | 0 | 0 | 0 | 30 | 9.58 | 8.50 | |
| Presentation of breakfast | 25 | 5 | 0 | 0 | 0 | 30 | 9.58 | 9.00 | |
| Quality of lunch | 23 | 5 | 2 | 0 | 0 | 30 | 9.25 | 8.50 | |
| Variety of lunch selection | 25 | 5 | 0 | 0 | 0 | 30 | 9.58 | 8.50 | |
| Presentation of lunch | 25 | 4 | 1 | 0 | 0 | 30 | 9.50 | 9.00 | |
| Quality of dinner | 22 | 6 | 1 | 0 | 0 | 29 | 9.31 | 8.50 | |
| Variety of dinner selection | 20 | 10 | 0 | 0 | 0 | 30 | 9.17 | 8.50 | |
| Presentation of dinner | 26 | 3 | 1 | 0 | 0 | 30 | 9.58 | 9.00 | |
| Frontdesk | | | | | | | | | |
| Friendliness of guest relations | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Quality of information provided | 27 | 3 | 0 | 0 | 0 | 30 | 9.75 | 9.00 | |
| Appearance of Front desk staff | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Captain | | | | | | | | | |
| Friendliness | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Appearance | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Presence | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 8.50 | |
| Approachable | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Nautical Crew | | | | | | | | | |
| Friendliness | 27 | 3 | 0 | 0 | 0 | 30 | 9.75 | 8.75 | |
| Appearance | 27 | 3 | 0 | 0 | 0 | 30 | 9.75 | 9.00 | |
| Hotel Manager | | | | | | | | | |
| Friendliness | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Appearance | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 9.00 | |
| Presence | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Helpfulness | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Approachable | 29 | 1 | 0 | 0 | 0 | 30 | 9.92 | 9.00 | |
| Miscellaneous | | | | | | | | | |
| On board shop | 8 | 9 | 1 | 3 | 0 | 21 | 7.62 | 8.75 | |
| Overall cruise experience | 25 | 4 | 0 | 0 | 0 | 29 | 9.66 | 8.75 | |
| Itinerary | 24 | 4 | 0 | 0 | 0 | 28 | 9.64 | 8.00 | |
| Would you cruise with us again | 30 | 0 | 0 | 0 | 0 | 30 | 10.00 | 8.50 | |
| Totals | 1071 | 0 | 0 | 3 | 0 | 1186 | | | |
| Avg overall: Royal Crown | | | | | | | 9.71 | 8.77 | |
| Average Housekeeping | 9.90 | | | | | | | | |
| Average Bar/ Lounge | 9.92 | | | | | | | | |
| Average Entertainment | 8.97 | | | | | | | | |
| Average Restaurant | 9.92 | | | | | | | | |
| Average Culinary | 9.43 | | | | | | | | |
| Average Taste of food | 9.30 | | | | | | | | |
| Average Variety of food | 9.44 | | | | | | | | |
| Average Presentation of food | 9.56 | | | | | | | | |
| Average Front desk | 9.89 | | | | | | | | |
| Average Captain | 9.96 | | | | | | | | |
| Average Nautical Crew | 9.75 | | | | | | | | |
| Average Hotel manager | 9.95 | | | | | | | | |
| Average Miscellaneous | 9.23 | | | | | | | | |
| Average Repeat Booking | 10.00 | | | | | | | | |

