

## TOURISM SERVICE PROVIDER

### 1. NAME OF THE SITE/S OR ELEMENT/S WITH WHICH IT IS RELATED

Name of the site/s or element/s

Distance to the site/s or element/s

☐ At the destination itself

☐ < 1 km

☐ 1-5 km

☐ 5-10 km

☐ > 10 km

### 2. NAME OF THE SERVICE PROVIDER

Brand name (specify whether it is local, an international chain, a franchise, etc.)

Person in charge (specify whether he/she is local)

Person interviewed (specify whether he/she is local)

Position of the person interviewed

### 3. INSPECTION DATA

Compiler Name

Date and place of data gathering

Compiler's e-mail address

Compiler's telephone number

### 4. LOCATION OF THE SERVICE PROVIDER

Coordinates<sup>1</sup>

GEOGRAPHICAL

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UTM (10x10)

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Location

☐ Urban setting

☐ Rural setting

☐ Natural setting

Address

Town/City

Post Code

County/Region

Country

E-mail

Telephone

Website

Social networks

(Facebook, Twitter, YouTube, Instagram, etc.)

Local accessibility (means of public transport at destination)

Location map

Insert image

<sup>1</sup> State the geographical or UTM coordinates of the main access point.

## 5. TYPE OF BUSINESS ACTIVITY

Type of Business activity <sup>2</sup>	<input type="checkbox"/> A) Accommodation	<input type="checkbox"/> B) Food and beverage services	<input type="checkbox"/> C) Tourism services	<input type="checkbox"/> D) Intermediation company
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Comments

<sup>2</sup> For each activity, complete the corresponding information block.

## 6. ENTREPRENEURIAL FEATURES

Legal status	<input type="checkbox"/> Self-employed entrepreneur	<input type="checkbox"/> Limited liability Company	<input type="checkbox"/> Public limited Company	<input type="checkbox"/> Cooperative	<input type="checkbox"/> Others (specify in comments field)
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Permits and licences

Year when the services began

Latest remodelling (state date)

Number of local employees

Regular:

Temporary:

Number of non-local employees

Regular:

Temporary:

<b>Duties and qualifications of the employees</b>					
<b>Languages in which the service is provided</b>	<input type="checkbox"/> English		<input type="checkbox"/> Spanish		<input type="checkbox"/> Others (specify in comments field)
<b>Payment methods accepted</b>	<input type="checkbox"/> Cash	<input type="checkbox"/> Credit card	<input type="checkbox"/> Voucher, gourmet check or similar	<input type="checkbox"/> Mobile Phone payment	<input type="checkbox"/> Online payment (PayPal, Google Wallet, etc.)
<b>Comments</b> (areas for improvement or needs identified by the company, etc.)					

## 7. CUSTOMER PROFILE

<b>Type of customer</b>	% Local:	% National:	% International:
<b>Customer repeats</b>	<input type="checkbox"/> Yes		<input type="checkbox"/> No
<b>Comments</b>			

## 8. COMPANY ENTREPRENEURIAL DYNAMISM

<b>Company Entrepreneurial dynamism</b>	<input type="checkbox"/> Entrepreneurs' association	<input type="checkbox"/> Participation in collective events	<input type="checkbox"/> Collaboration in local initiatives
	<input type="checkbox"/> Belonging to a product club or similar		<input type="checkbox"/> Others (specify in comments field)
<b>Comments</b>			

## A) ACCOMMODATION

<b>Name</b>				
<b>Type of accommodation<sup>1</sup></b>	<input type="checkbox"/> Hotel	<input type="checkbox"/> Guesthouse	<input type="checkbox"/> Tourist Apartment	
	<input type="checkbox"/> Resort	<input type="checkbox"/> Roadside Motel	<input type="checkbox"/> Rural House	
	<input type="checkbox"/> Bed & breakfast	<input type="checkbox"/> Campsite	<input type="checkbox"/> Hostel/Youth Hostel	
	<input type="checkbox"/> Singular accommodation (cabin, palafitte, houseboat, ranch, farm, smallholding, monastery, etc.)		<input type="checkbox"/> Collaborative accommodation	
	<input type="checkbox"/> Shared House/Apartment		<input type="checkbox"/> Others (specify in comments field)	
<b>Establishment category rating</b> (***** or others)				
<b>Comments</b>				
<sup>1</sup> Classification (see table SRV1 in the introductory text)				
<b>Seasons</b>	<input type="checkbox"/> High	<input type="checkbox"/> Mid	<input type="checkbox"/> Low	<input type="checkbox"/> All year round
<b>Specify dates</b>				
<b>Closure for holidays</b>				
<b>Accommodation capacity</b>	Total number of hotel beds:			
	Individual:	Double:	Triple:	
	Suites:	Others:		
<b>Number of cabins and/or apartments and total capacity</b>	<b>Number of plots for camping</b>			

<b>Complementary services</b>	<input type="checkbox"/> Restaurant	<input type="checkbox"/> Bar-cafeteria	<input type="checkbox"/> Supermarket	<input type="checkbox"/> Car park
	<input type="checkbox"/> Room service	<input type="checkbox"/> Concierge desk	<input type="checkbox"/> Meeting rooms	<input type="checkbox"/> Lounges
	<input type="checkbox"/> Sports facilities	<input type="checkbox"/> Mobile phone signal coverage	<input type="checkbox"/> Wi-Fi	<input type="checkbox"/> Garden
	<input type="checkbox"/> Children's area	<input type="checkbox"/> Swimming pool	<input type="checkbox"/> Spa	<input type="checkbox"/> Laundry
	<input type="checkbox"/> Air conditioning/heating	<input type="checkbox"/> Complementary facilities (bike park, horse stalls, etc.)	<input type="checkbox"/> Provides for hiring of external tourism services (guides, recreational activities, etc.)	<input type="checkbox"/> Transportation (airport-hotel shuttle, attractions-hotel shuttle, etc.)
	<input type="checkbox"/> Admission of pets	<input type="checkbox"/> Entertainment	<input type="checkbox"/> Casino	<input type="checkbox"/> Others (specify in comments field)
<b>Accessibility</b>	<input type="checkbox"/> Access ramps and lifts	<input type="checkbox"/> Accessible rooms	<input type="checkbox"/> Easy-access toilets	<input type="checkbox"/> Others (specify in comments field)
<b>Approximate price (RRP)</b>	High season:	Mid season:	Low season:	
	Commissionable %:	Groups (minimum and maximum group size):		
<b>Comments</b>				
<b>Offline and online booking system and marketing channels</b>	<b>Direct Sale</b> (counter sales, telephone, email, call center, instant messaging -WhatsApp, Line, etc.-)			
	<b>Own website</b> (reservation system, payment platform, etc.)			
	<b>Peer-to-Peer (P2P)</b> (Airbnb, Alterkeys, HomeAway, Windu, Onlyapartments, etc.)			
	<b>Reservation center, traditional and Online Travel Agencies</b> (Logitravel, Rumbo, Destinia, Travelocity, eDreams, Hostelworld, etc.)			
	<b>Internet distribution systems</b> (Booking, Agoda, Expedia, Hotelrooms, Laterooms, etc.)			
	<b>Global Distribution Systems</b> (Amadeus, Sabre, Galileo, Worldspan, etc.)			

Quality certifications and labels		
Recommendations in travel guides and other media	<input type="checkbox"/> Hotel search engines (Trivago, Minube, TripAdvisor, Rastreator, etc.)	
	<input type="checkbox"/> Travel guides (Lonely Planet, Logis, <i>Guía Azul</i> , etc.)	<input type="checkbox"/> Others (specify in comments field)
Comments		
Compiler's observations	Harmonization with the surrounding setting:	
	Aesthetics and interior design:	
	Cleanliness and maintenance:	
	Customer service:	
	Comments in forums:	
	Best environmental practices:	
	Corporate social responsibility:	
	Other observations:	
Survey constraints		
Additional comments		

Documentary  
references

Graphic documents  
(photographs, leaflets,  
etc.)

Insert image

Insert image

Insert image

Insert image

Insert image



## B) FOOD AND BEVERAGE SERVICES

<b>Name</b>				
<b>Type of establishment<sup>1</sup></b>	<input type="checkbox"/> Traditional restaurant (inn, tavern, etc.)		<input type="checkbox"/> Gourmet restaurant	
	<input type="checkbox"/> Bar (pub, alehouse, wine bar, brasserie, cocktail bar, etc.)		<input type="checkbox"/> Cafeteria	
	<input type="checkbox"/> Canteen	<input type="checkbox"/> Buffet	<input type="checkbox"/> Food truck	
	<input type="checkbox"/> Catering service	<input type="checkbox"/> Refreshments stand	<input type="checkbox"/> Fast food	
	<input type="checkbox"/> Take away (ready-cooked food)		<input type="checkbox"/> Others (specify in comments field)	
<b>Comments</b>				
<sup>1</sup> Classification (see table SRV2 in the introductory text)				
<b>Seasons</b>	<input type="checkbox"/> High	<input type="checkbox"/> Mid	<input type="checkbox"/> Low	<input type="checkbox"/> All year round
<b>Specify dates</b>				
<b>Closure for holidays</b>				
<b>Opening hours</b>				
<b>Closing day/s</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Specify day/s</b>	
<b>Seating capacity</b>	Number of tables:		PAX (Persons At Table):	
<b>Size</b> (approx. in m <sup>2</sup> )	Indoors:		Dining room:	Terrace:
	Kitchen:		Others:	

Complementary services	<input type="checkbox"/> Menu in different languages	<input type="checkbox"/> Terrace	<input type="checkbox"/> Live Shows	<input type="checkbox"/> Special menus (allergen menu, coeliac menu, etc.)
	<input type="checkbox"/> Winery	<input type="checkbox"/> Car park	<input type="checkbox"/> High chairs for children	<input type="checkbox"/> Easy-access toilets
	<input type="checkbox"/> Access ramps and lifts <input type="checkbox"/> Others (specify in comments field)			
Comments				
Type of cuisine	<input type="checkbox"/> Thematic (grill, vegetarian, seafood, pizza, hamburgers, etc.)			
	<input type="checkbox"/> Traditional	<input type="checkbox"/> Fast food	<input type="checkbox"/> Avant-garde	
	<input type="checkbox"/> International	<input type="checkbox"/> Market cuisine	<input type="checkbox"/> Others (specify in comments field)	
Approximate price (RRP)	Lunch:		Dinner:	
	Groups (minimum and maximum group size):			
Comments				
Offline and online booking system and marketing channels	Direct Sales (counter sales, telephone, email, call center, instant messaging –WhatsApp, Line, etc.–)			
	Own website (reservation system, payment platform, etc.)			
	Online Platform (Just-Eat, Foodtoyou, Deliveroo, etc.)			
Quality certifications and labels				
Recommendations in food guides and other media	<input type="checkbox"/> Restaurant search engine (Eltenedor, TripAdvisor, Atrápalo, Restaurantes.com, etc.)			
	<input type="checkbox"/> Food Guides (The Michelin Guide, <i>Guía Repsol</i> , <i>Gastronómica</i> , The Good Food Guide, etc.)			<input type="checkbox"/> Others (specify in comments field)
Comments				

Compiler's observations	Harmonization with the surrounding setting:
	Aesthetics and interior design:
	Cleanliness and maintenance:
	Customer service:
	Comments in forums:
	Best environmental practices:
	Corporate social responsibility:
	Other observations:
Survey constraints	
Additional comments	
Documentary references	

Insert image

**Graphic documents**  
(photographs, menu chart,  
leaflets, etc.)

Insert image

Insert image

Insert image

Insert image

Insert image

## C) TOURISM SERVICES COMPANIES

<b>Name</b>				
<b>Type of tourism company<sup>1</sup></b> (linked to the activity worksheet/s)	<input type="checkbox"/> Adventure & Outdoor Recreation Sector (active tourism enterprises, eco-tourism enterprises, guiding groups companies, etc.)	<input type="checkbox"/> Attractions sector (museums, monuments, natural parks, theatres, etc.)		
	<input type="checkbox"/> Entertainment sector (entertainment companies, etc.)	<input type="checkbox"/> Complementary Tourism Service Sector (rental of materials and equipment, sale of typical products, artisan workshops, etc.)		
	<input type="checkbox"/> Travellers' Transportation sector	<input type="checkbox"/> Events sector		
	<input type="checkbox"/> Others (specify in comments field)			
<b>Comments</b>				
<sup>1</sup> Classification (see table SRV3 in the introductory text)				
<b>Seasons</b>	<input type="checkbox"/> High	<input type="checkbox"/> Mid	<input type="checkbox"/> Low	<input type="checkbox"/> All year round
<b>Specify dates</b>				
<b>Closure for holidays</b>				
<b>Opening hours</b>				
<b>Closing day/s</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>State day/s</b>	
<b>Scope of the company actions</b>	<input type="checkbox"/> International	<input type="checkbox"/> National	<input type="checkbox"/> Local	
<b>Tourism products and related services</b> (best seller product, included services, approximate price, etc.)				

Comments		
Offline and online booking system and marketing channels	Direct Sale (counter sales, telephone, email, call center, instant messaging - WhatsApp, Line, etc.-)	
	Own website (with reservation system, payment platform, etc.)	
	Traditional and online travel agencies	
	Reservations Center	
Quality certifications and labels (member of association and/or national or international tourist organization)		
Recommendations in tourism guides and other media		
Comments		

Compiler's observations	Customer service:
	Comments in forums:
	Best environmental practices:
	Corporate social responsibility:
	Other observations:
Survey constraints	
Additional comments	
Documentary references	



**Graphic documents**  
(photographs, leaflets,  
catalogues, etc.)

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## D) TRAVEL AND TOURISM INTERMEDIARIES

<b>Name</b>				
<b>Type of enterprise</b> <sup>1</sup>	<input type="checkbox"/> Travel wholesaler	<input type="checkbox"/> Retail Travel Agency	<input type="checkbox"/> Wholesale and Retail Travel Agency	
	<input type="checkbox"/> Tour operator	<input type="checkbox"/> Inbound Travel Agency	<input type="checkbox"/> Outbound and Inbound Travel Agency	
	<input type="checkbox"/> Reservations Center	<input type="checkbox"/> Others (specify in comments field)		
<b>Comments</b>				
<sup>1</sup> Classification (see table SRV4 in the introductory text)				
<b>Seasons</b>	<input type="checkbox"/> High	<input type="checkbox"/> Mid	<input type="checkbox"/> Low	<input type="checkbox"/> All year round
<b>Specify dates</b>				
<b>Closure for holidays</b>				
<b>Opening hours</b>				
<b>Closing day/s</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Specify day/s</b>	
<b>Scope of the company actions</b>	<input type="checkbox"/> International	<input type="checkbox"/> National	<input type="checkbox"/> Local	
<b>Company specialization</b> (by products, destinations or market segments)				

Tourism products and related services (best seller products, approximate price, etc.)		
Offline and online booking and marketing channels	Direct Sale (counter sales, telephone, email, call center, instant messaging –WhatsApp, Line, etc.–)	
	Own website (with reservation system, payment platform, etc.)	
	Online Travel Agency (OTA)	
Quality certifications and labels (member of association and/or national or international tourist organization)		
Recommendations in tourism guides and other media		
Comments		

<b>Compiler's observations</b>	Customer service:
	Comments in forums:
	Best environmental practices:
	Corporate social responsibility:
	Other observations:
<b>Survey constraints</b>	
<b>Additional comments</b>	
<b>Documentary references</b>	

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