




Narrative describing the survey and the plan for corrective action submitted to the USGBC via the EQc7.2 Submittal Template

We intend to create a thermal comfort survey that would be administered online via a  website. A guest will receive a follow up e-mail within 1 month of their stay requesting their feedback on their experience at our hotel. This email will contain a link to our hotel's thermal comfort survey where the following information will be pursued:

Background Information

1. A guest's room number/location during their stay at our hotel
2. Length of stay
3. Measures taken to adjust the thermal environment of their room, if any
4. A guest's level of satisfaction with the thermal environment in their room. Answers will be posed in a seven-point scale format running from very satisfied (+3) to very dissatisfied (-3) with the center (0) signifying the neutral point.

Greater detail on guest experience, if unsatisfactory.

1. Exact date of arrival and departure
2. Outside temperature and weather conditions during their stay
3. Experience of thermal comfort on a seven-point scale ranging from hot to cold
4. Description of source of discomfort
5. Assessment of acoustics in the room

Ordinarily our guests will share their thermal comfort concerns with us during the time of their stay and our plan for corrective action is fairly straightforward due to having a maintenance technician on staff. This plan includes a staff person on duty logging customer complaints as well as responses via a proprietary software program. The maintenance technician is always the first responder and performs initial troubleshooting to determine whether the issue is the thermostat, the HVAC unit or some other problem. If the maintenance technician is unable to solve a problem or is faced with multiple complaints, an outside service contractor is called in to troubleshoot and correct the problem(s). If troubleshooting results point to a design shortcoming, a consulting engineer is retained to evaluate loads and HVAC system performance and then make recommendations for remedial action. All complaints reported via thermal comfort surveys would be addressed similarly, exceeding the ASHRAE 55-2004 requirement to take corrective action upon learning that more than 20% of occupants are dissatisfied with thermal comfort in the building.