

GUEST'S FEEDBACK ON SEASON 2015

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Summary

This document summarizes guest's reviews and scores they gave us for season 2015. Idea is that we have on one place all reviews. We will publish this document also on our website each year no matter how good or bad reviews are. Our future guests must have as much as possible information available before they decide to book one of our apartments. This is the best way for all of us. We will not face with guests who were expecting something...and when they come they are disappointed. And the guests will have all information available before they do the reservation. With this everything is transparent and there are no blind bookings.

In 2015 we had 43 reservations. 3 apartments were available to guests for booking, Kalelarga (6+2), Krka (4+2) and Kornati (2+2). We opened season little bit late because of delays in finishing the house. First guests arrived on 14.07.2015. and last guests left on 24.10.2015. There were 4 ways to leave feedback. Mostly used (29 reviews) is our own guest satisfaction poll which guests were filling online or offline (pen and paper). Beside this poll there are 3 very famous platforms we used to promote ourselves, Booking.com (18 reviews) ,AirBnB.com (8 reviews) and HolidayLettings.com (TripAdvisor, 1 review).

Overall feedback is PERFECT, EXCEPTIONAL. 5,69 / 6 for our own poll, 9,7 / 10 for Booking, 5 / 5 for AirBnB and Holiday Lettings.

The lowest scores received categories on which we can't influence directly. These are beaches and restaurants in Bibinje and Bibinje overall as a place. We are very happy that we fulfilled all expectations of our guests for 2015 on which we have direct influence. There are 10 – 15 suggestions for improvements. We will separately in the next weeks publish new document or article on our web with the action plan based on these reviews. In this document you can find ALL original (not modified) comments and reviews from our guests.

Vedran Kosalec, February 2016.

Guests satisfaction poll – analysis

Link to the pool – <http://tinyurl.com/kosalec-guest-poll>

We received 29 feedbacks (out of 43 reservations in 2015). Feedback rate is 2/3 or 67%. Guests who left feedbacks came from 14 different countries.

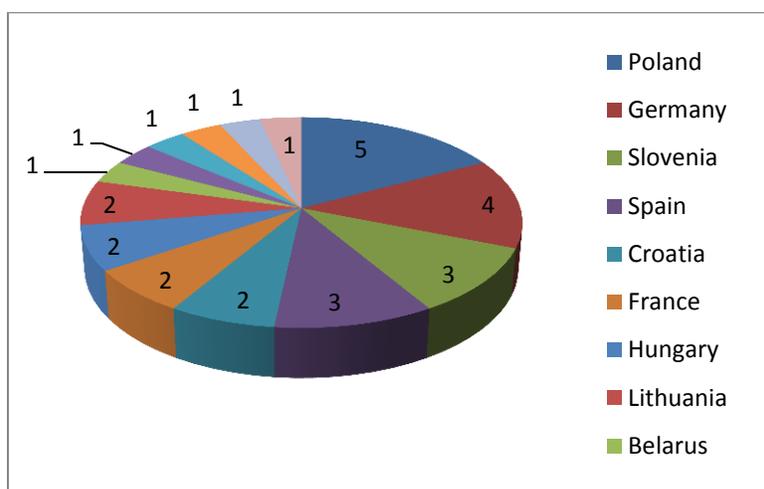


Figure 1. Feedbacks across countries

Guests were in our apartments from July to October in 2015.

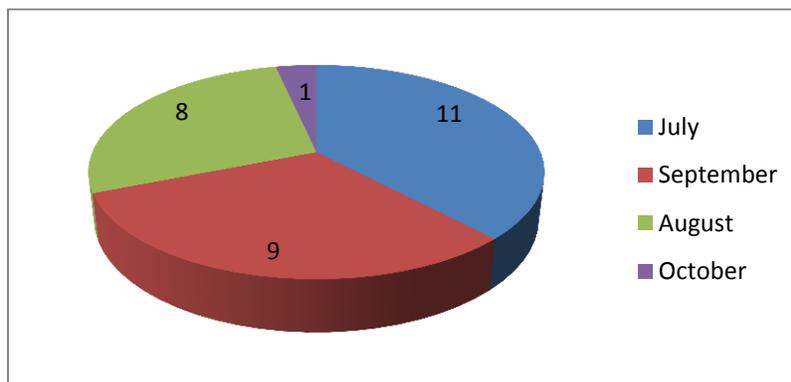


Figure 2. Feedbacks across months

In the next figure you can see feedbacks received by apartments. Each apartment got almost equal number of feedbacks which is great.

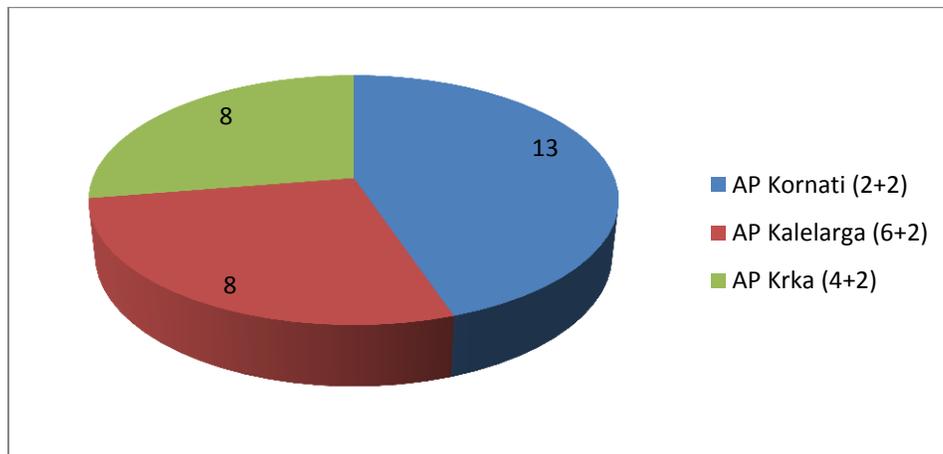


Figure 3. Feedbacks across apartments

There are 6 feedbacks (20%) received from guest which stayed only 1 night at our apartments. Guests who stayed from 4 to 7 days left 17 feedbacks (58%). More information can be seen in figure below.

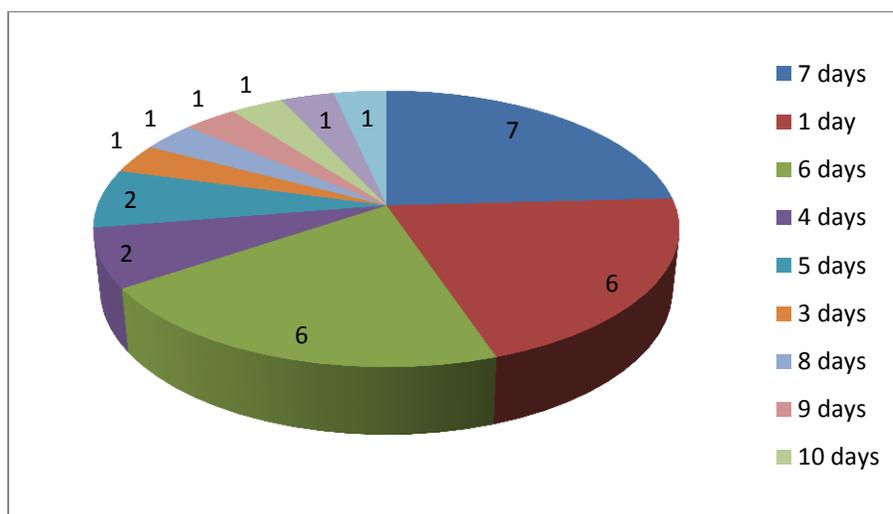


Figure 4. Feedback across duration of stay

Global satisfaction (average of all results in the figure below) is 5,5 which means in the middle between “Satisfied” and “Above guest’s expectations”. That is great result for us.

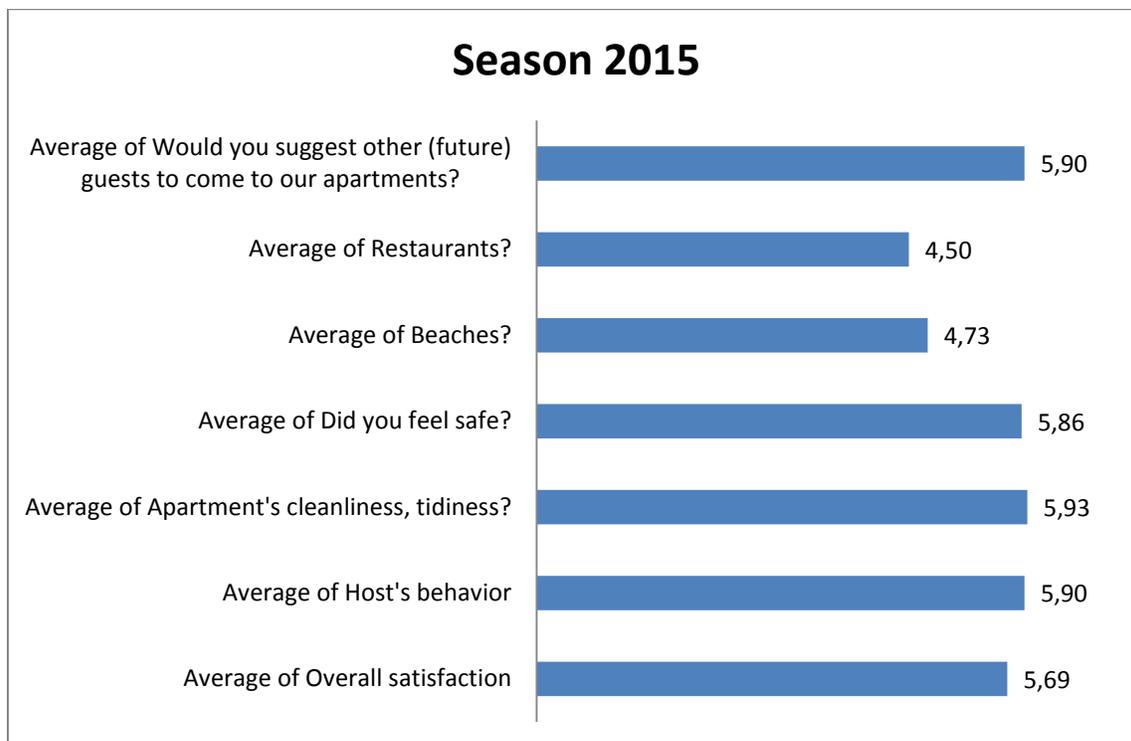
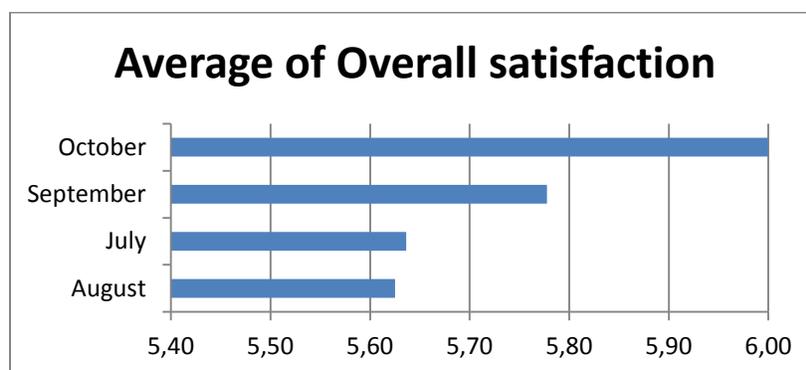
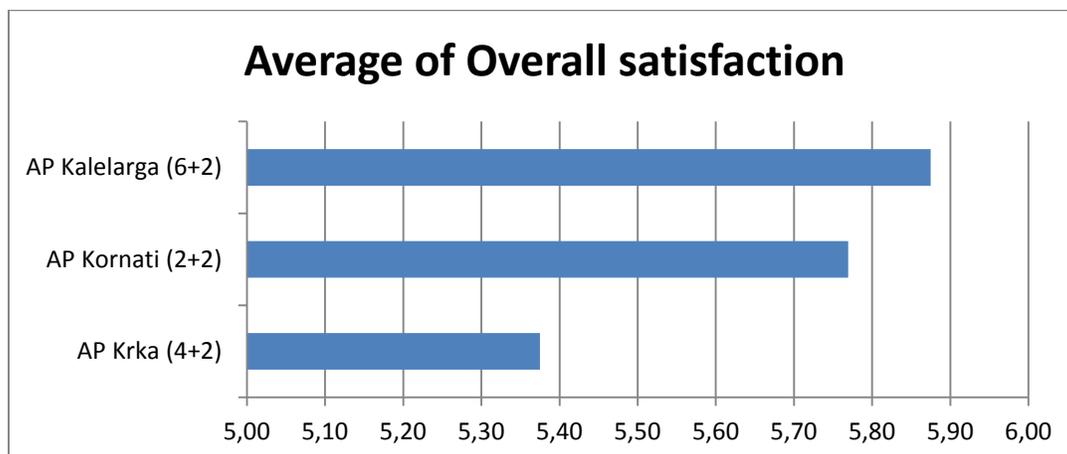
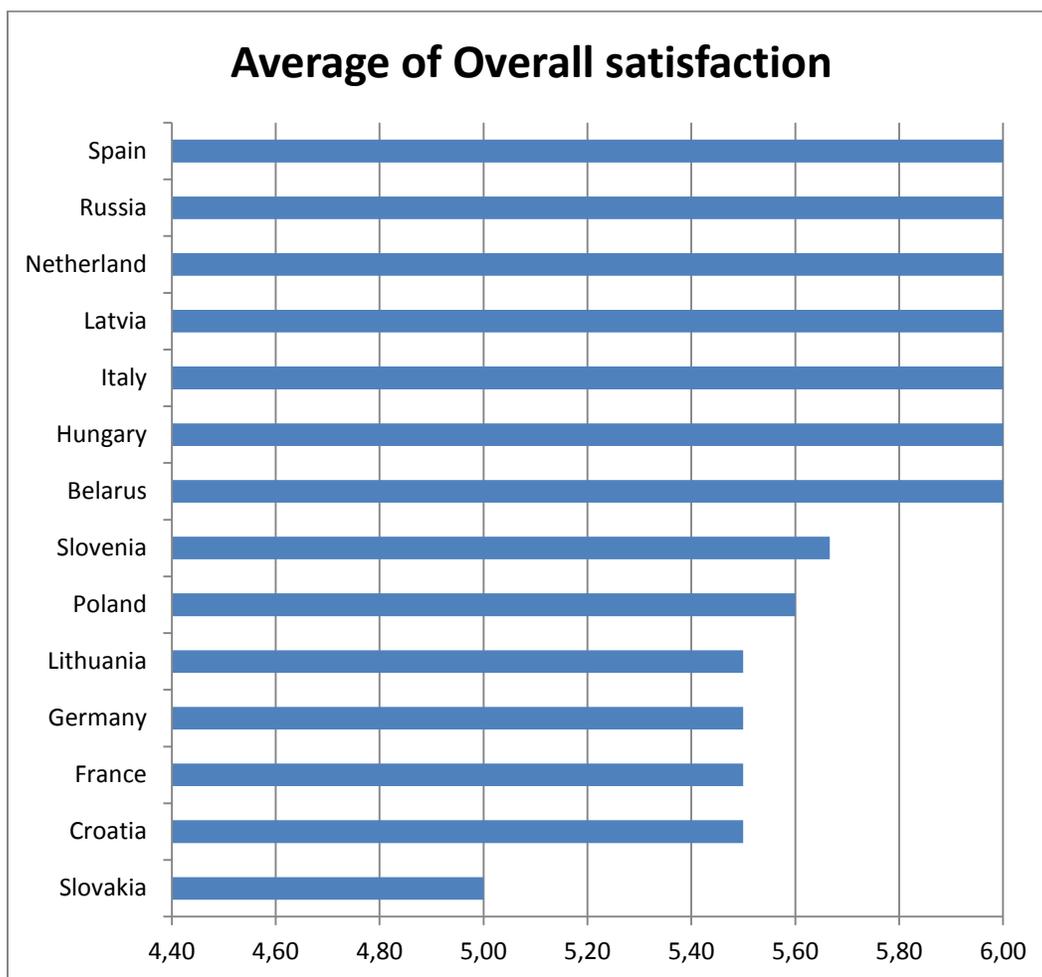


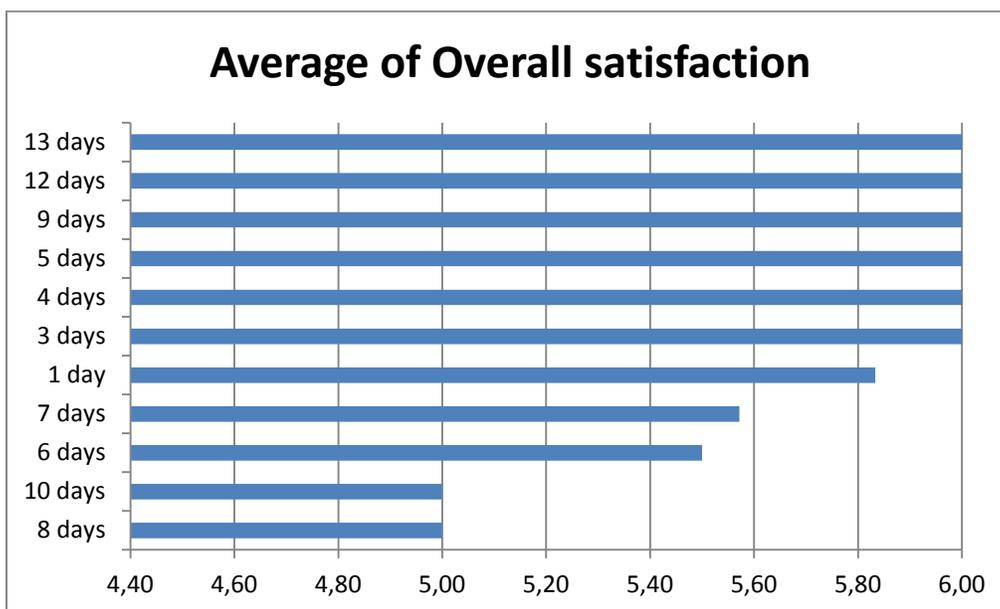
Figure 5. Guest’s satisfaction across different areas

Overall satisfaction

In this category guests were satisfied between their expectations and above their expectations which is great success. That is our main goal we promoted before season 2015. We can see that guests in post-season (September and October) are little bit more satisfied.

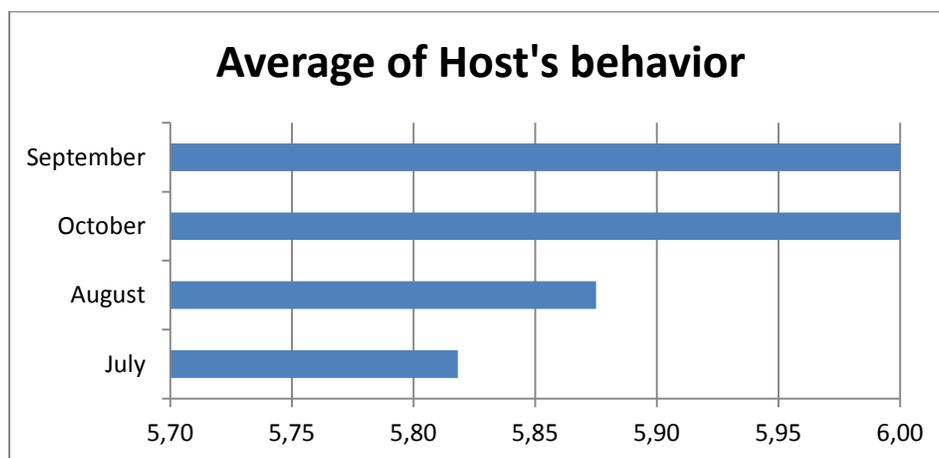


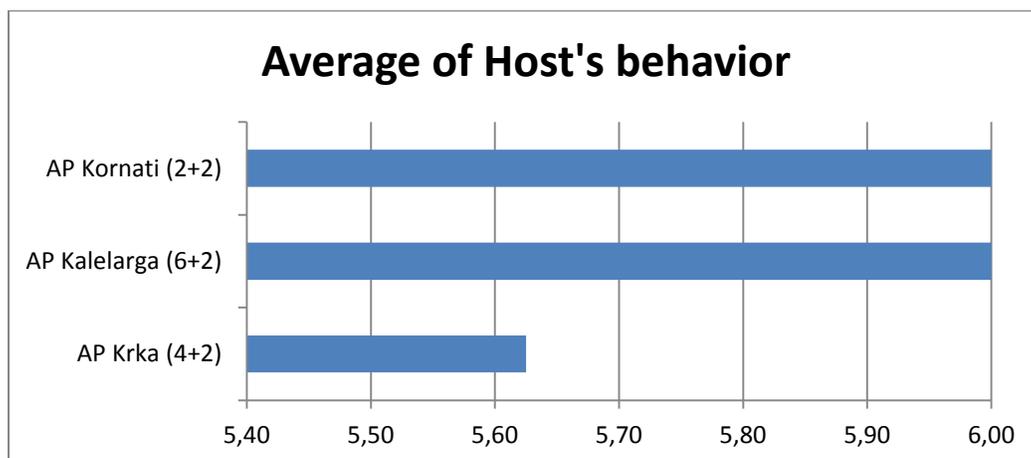
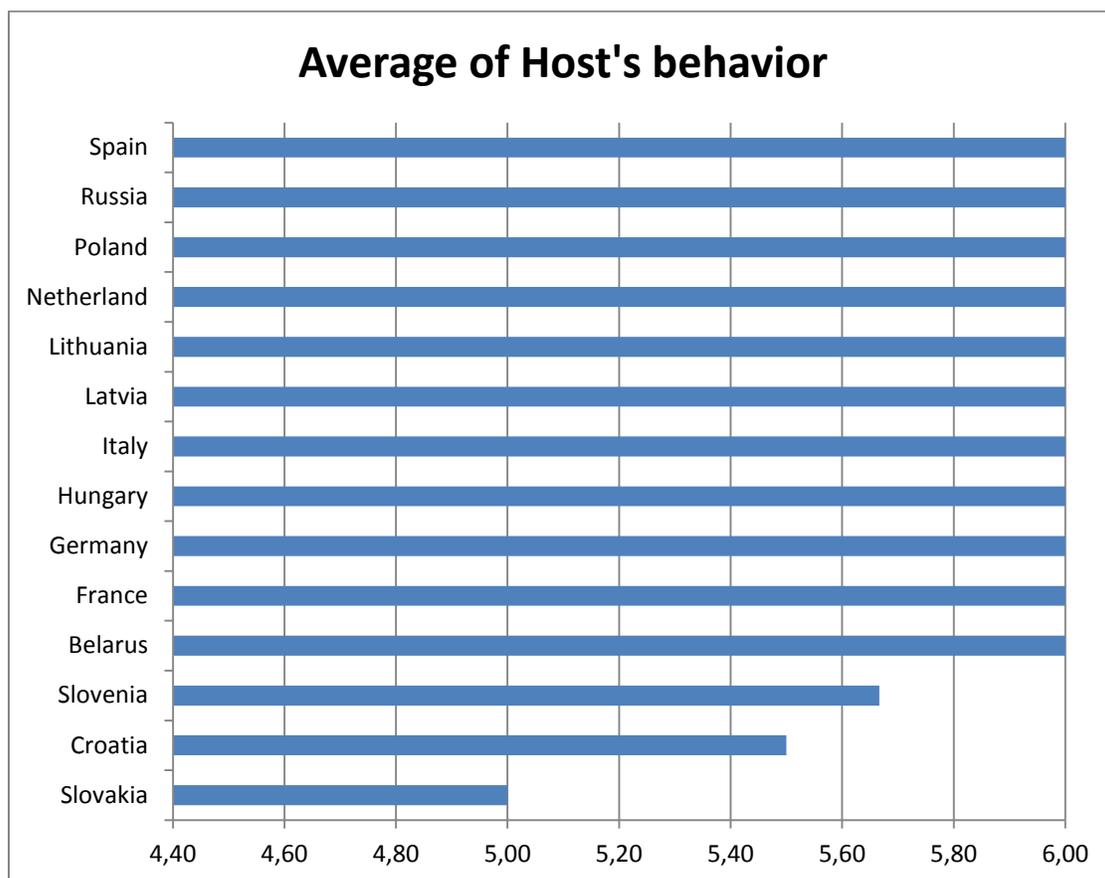


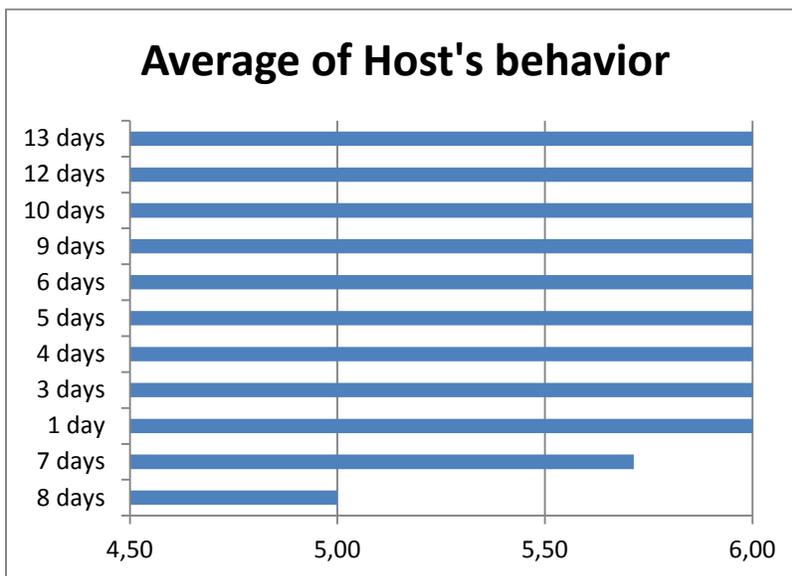


Host's behavior

We can proudly say that we offer high quality service with lots of professionalism and family atmosphere. Guests felt that we as hosts behaved above their expectations. In high season we performed 0,20 – 0,15 points below perfect. Also, guests from Slovenia, Croatia and Slovakia felt there is still some space to improve our behavior and gave us score from 5 to 5,65. Everyone who were in AP Kornati (2+2) and AP Kalelarga (6+2) felt that we behaved perfectly.

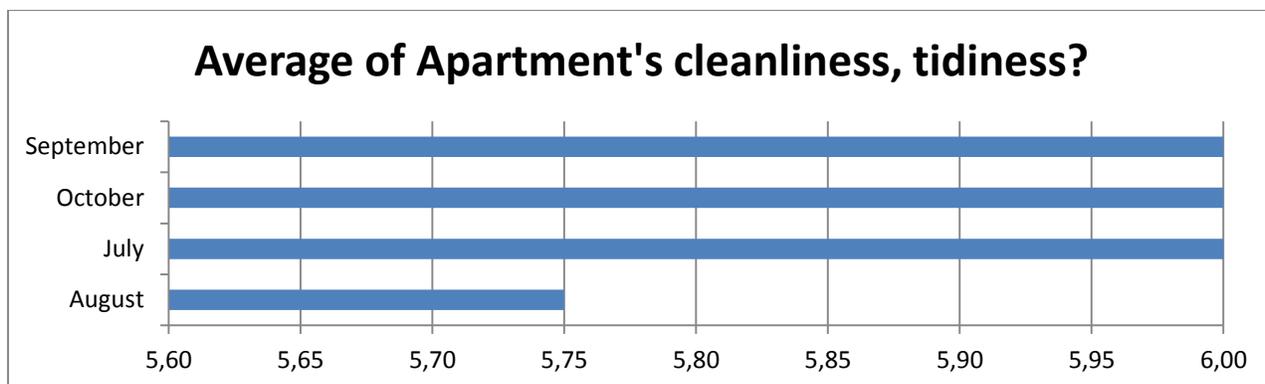


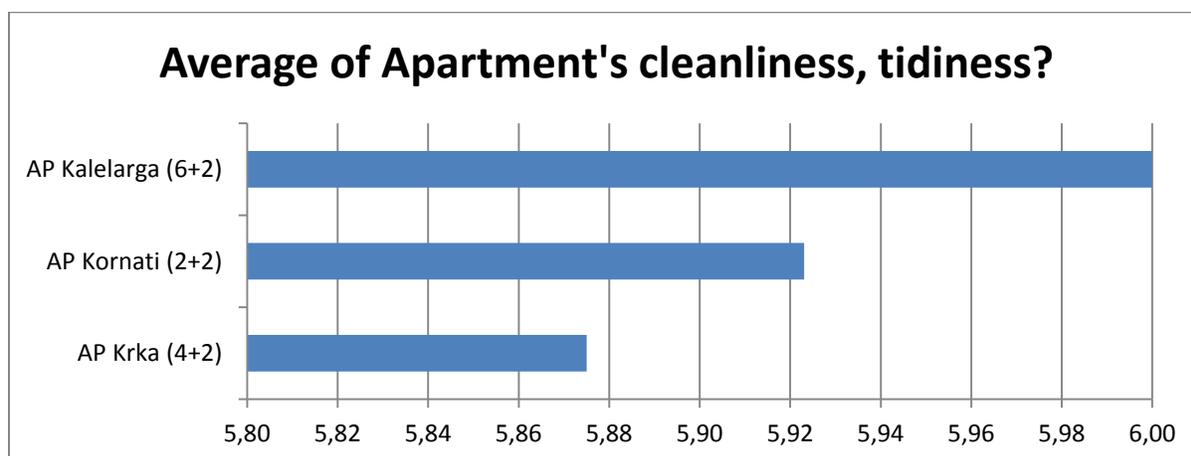
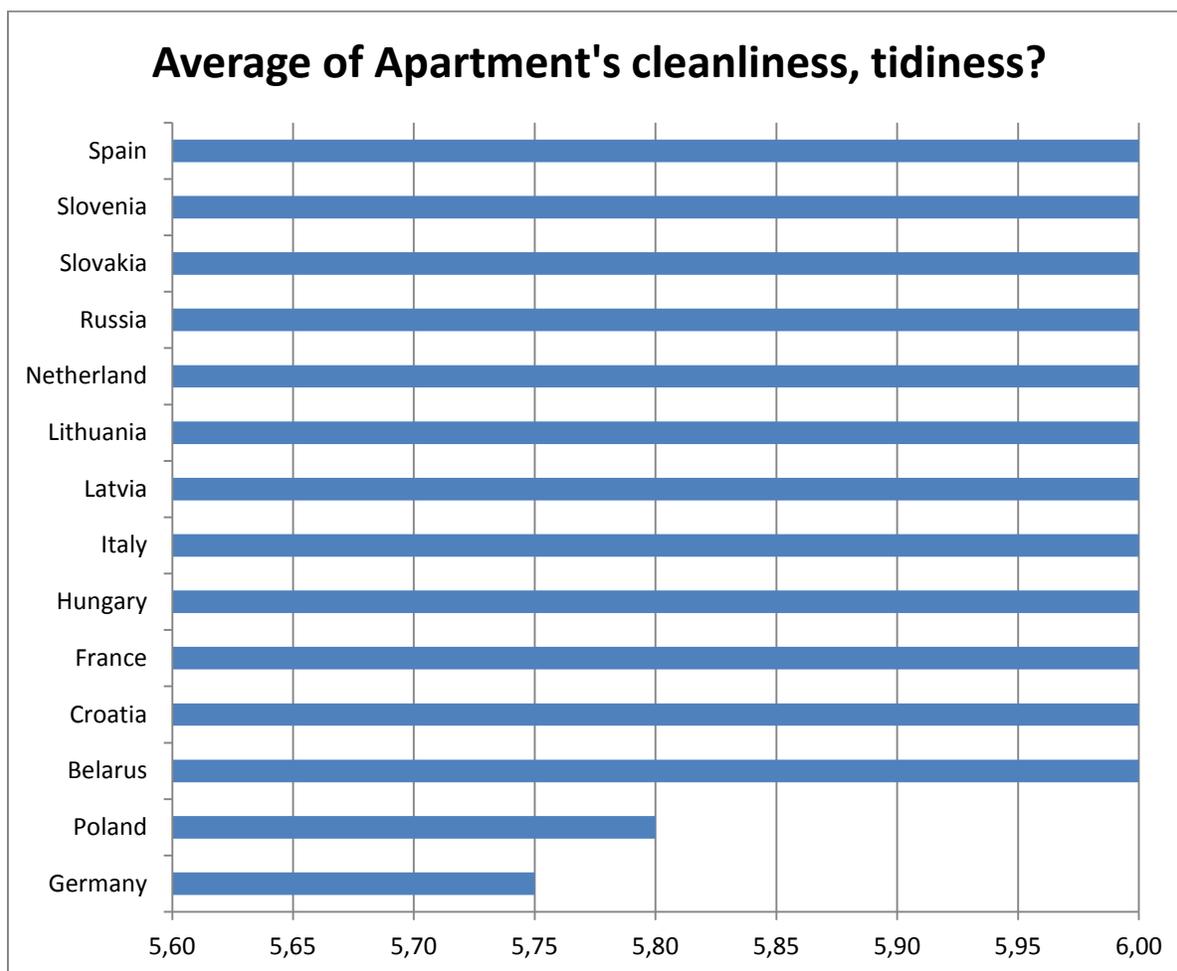


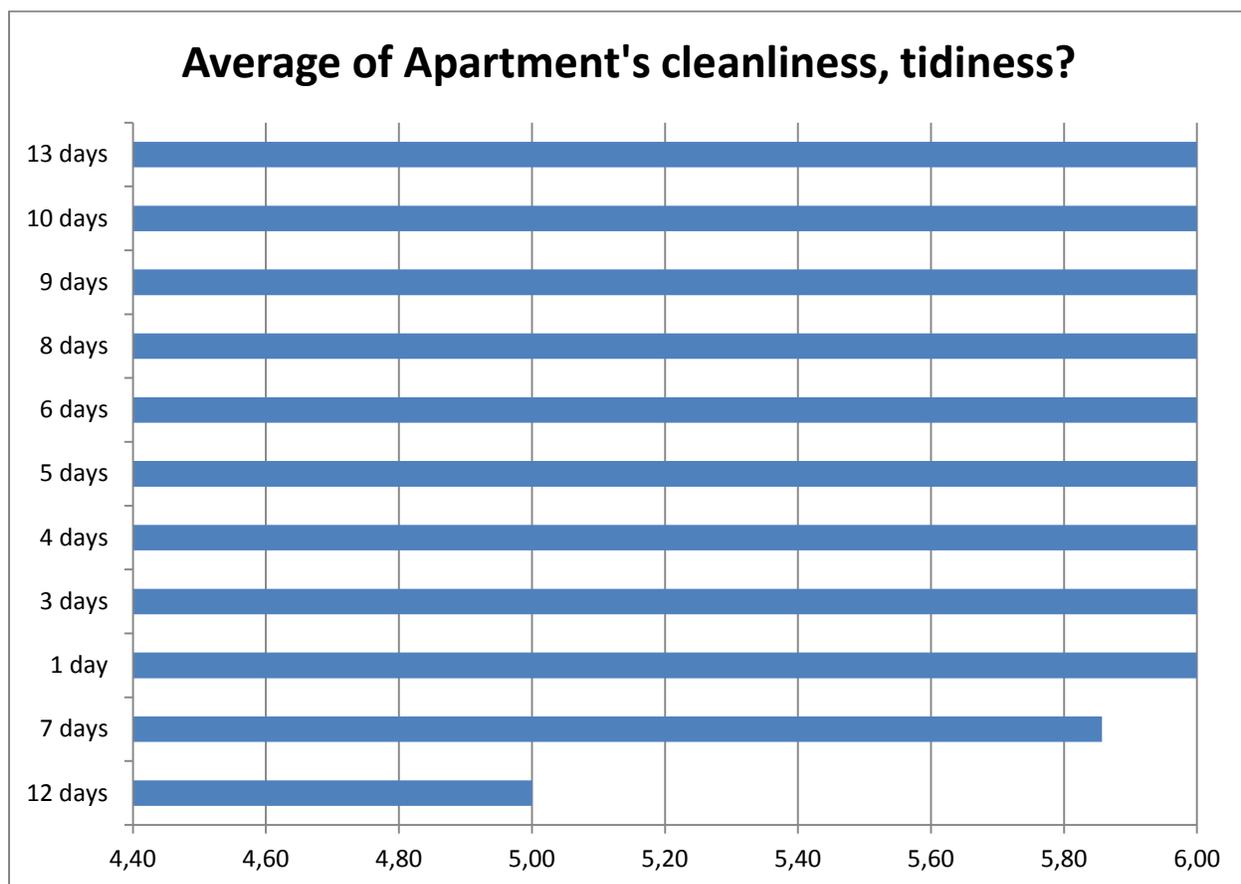


Apartment's cleanliness, tidiness?

When we look at the results for how clean and tidy our apartments were when guests came we can also see great result. In August during the season peak we performed 0,25 points below 100% (5,75 out of 6). In all other months we had above expectation result (6 out of 6). Guests from Poland and Germany felt that apartments are not perfectly clean and tidy but it is still high result (5,75 and 5,80). All guests who booked AP Kalelarga (6+2) (30% of total guests) said that apartment was perfectly clean and tidy (result 6 out of 6). Guests from other 2 apartments left also a high result (5,87 and 5,92).

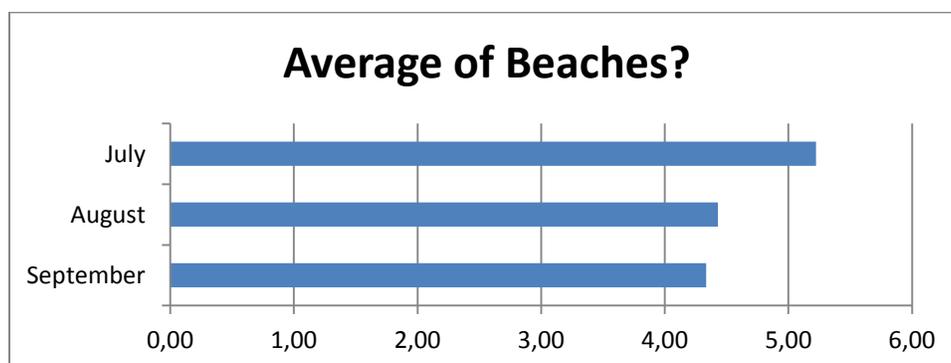


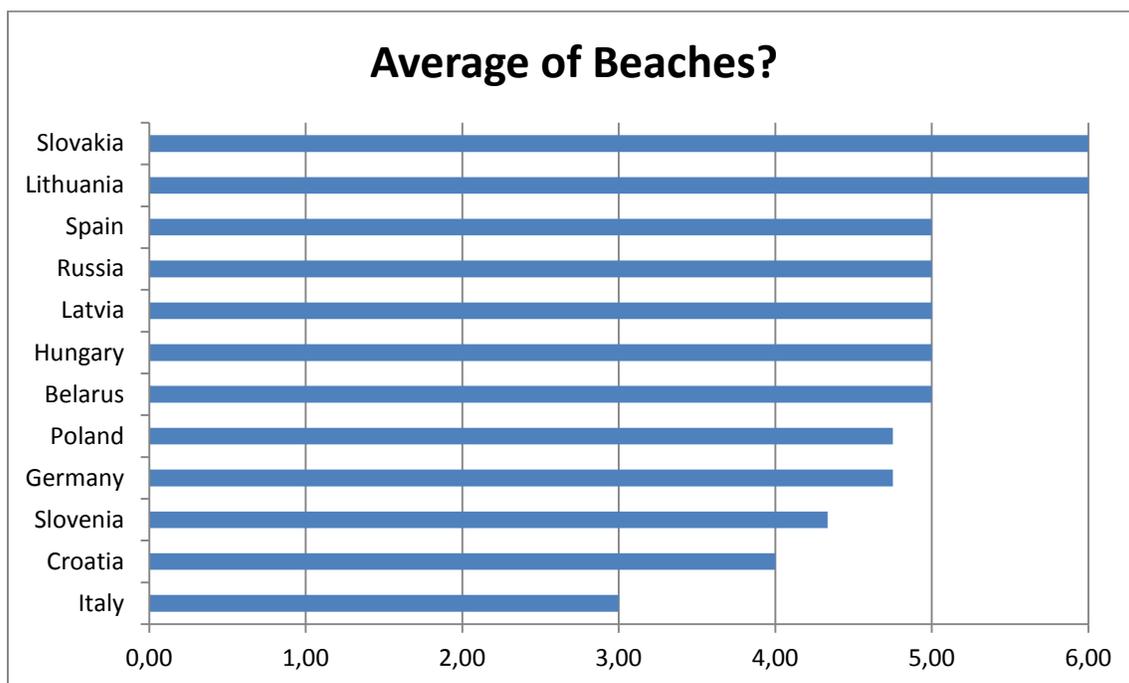




Beaches?

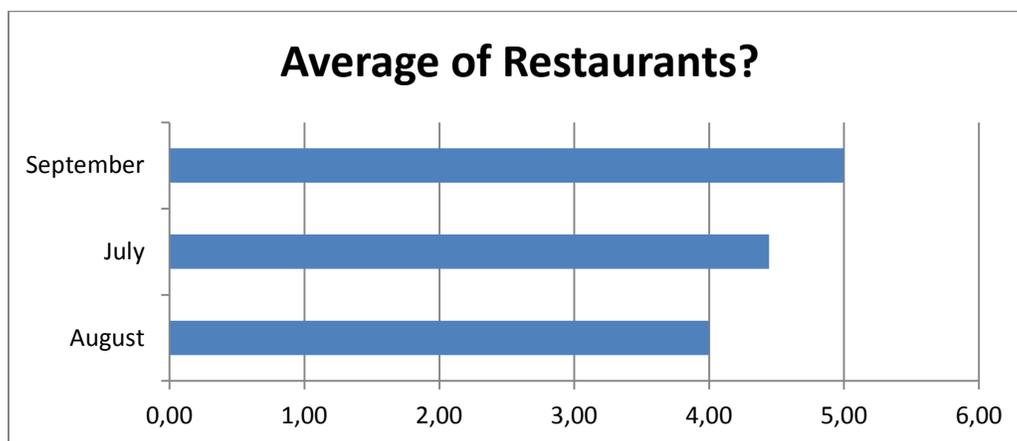
Beaches received the best result in July (5,22). Overall result for beaches is 4,73 which means that guests are mostly satisfied but some of them had 1 or 2 bad experiences. Only guests from Poland, Germany, Slovenia and Croatia had these 1 or 2 bad experiences. Guests from Italy lets say didn't like beaches as they rated them with 3 which means "middle".

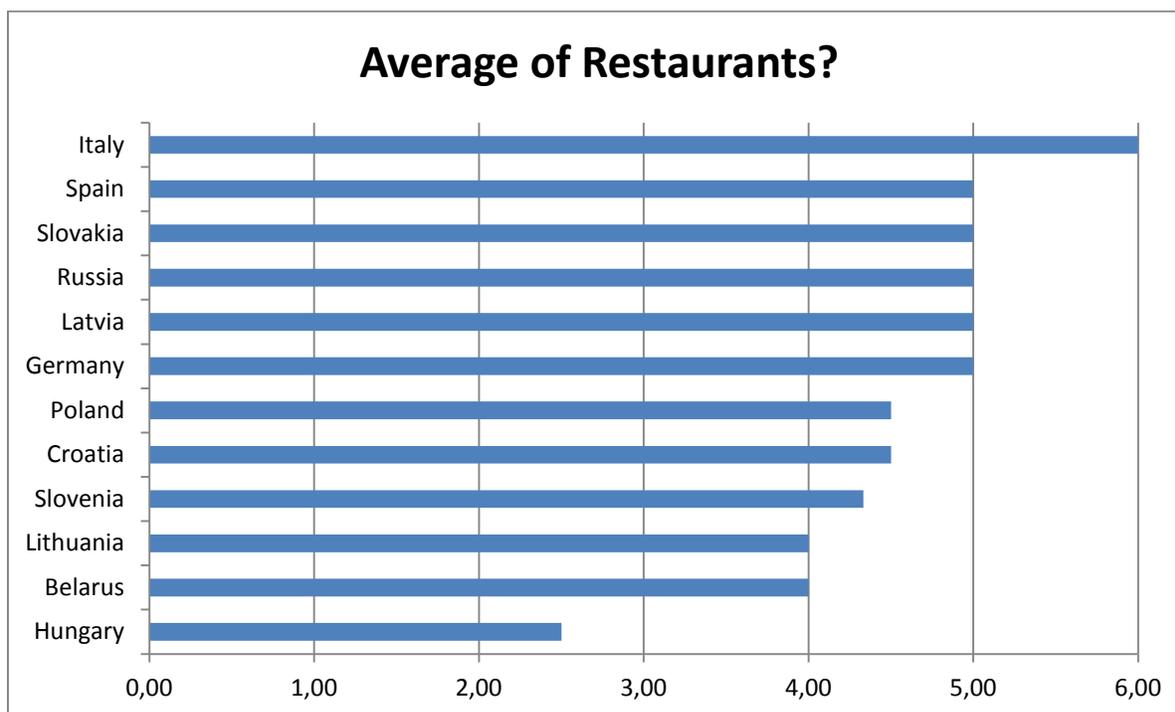




Restaurants?

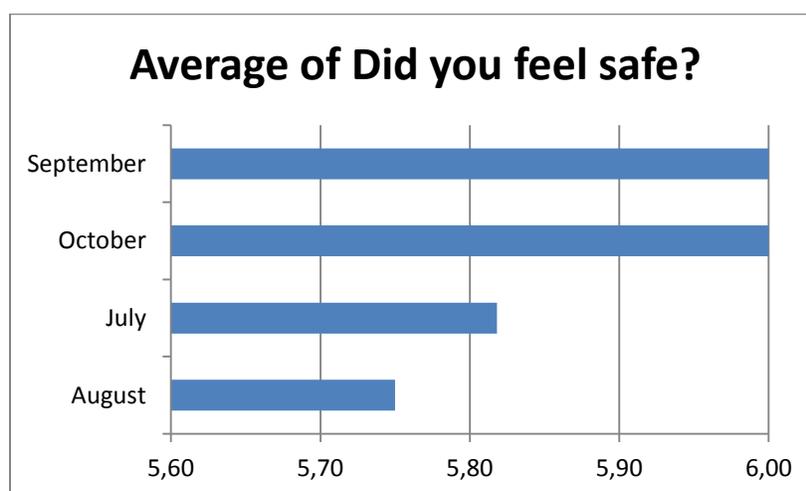
Restaurants performed well in July and September. But in August when it is peak of the season guests rated them with 4 which means they were satisfied (what is important) but they had 1 or 2 bad experiences. Guests from Hungary were not happy with restaurants in Bibinje. Only guests from Italy were 100% happy with restaurants. For them restaurants were above their expectations. For most of them they are satisfied with restaurants.

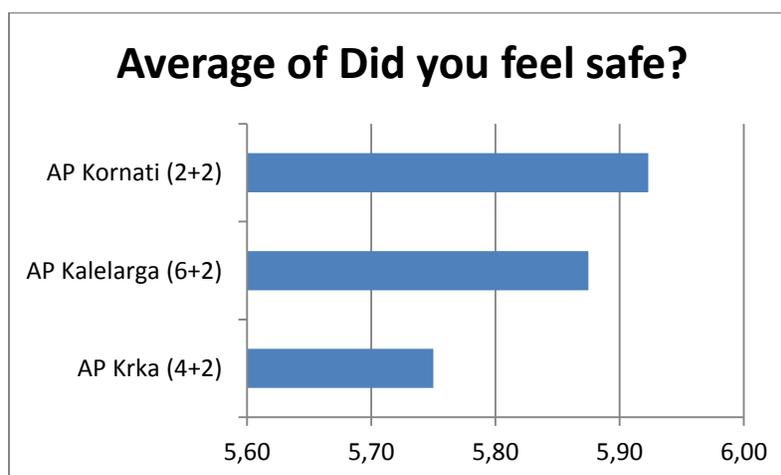
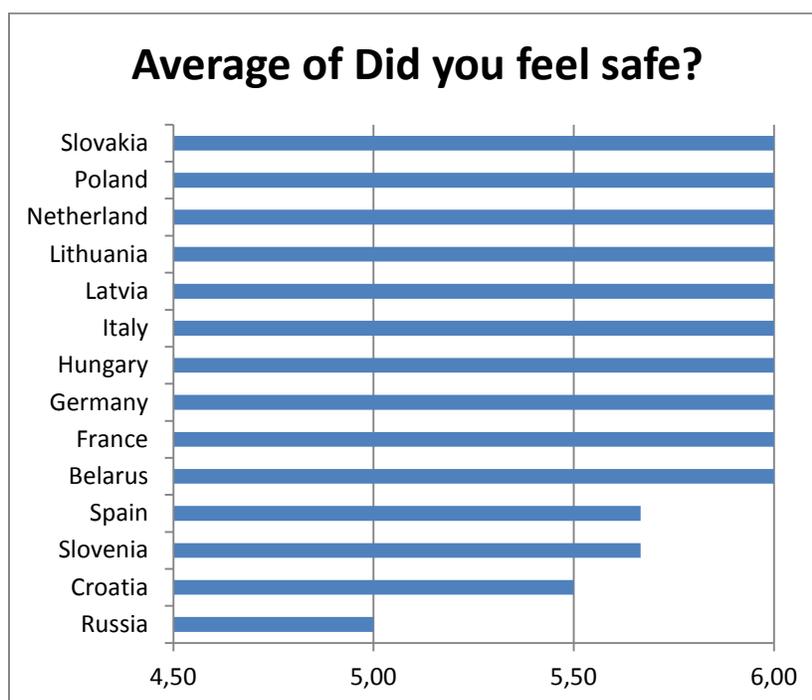




Did you feel safe?

Guests who were in high season felt little bit less safe (0,25 – 0,15 points). Guests in September and October felt 100% safe. Guests from Russia felt little bit less safer (1 point). Guests from Croatia (☺), Slovenia and Spain also felt little bit less safe (0.5 – 0.35 points). All other guests, 75% (3/4), felt 100% safe. Guests from AP Kornati (2+2) felt safer (0.15 – 0.5 points) than guests from other 2 apartments. Data is in figures below.

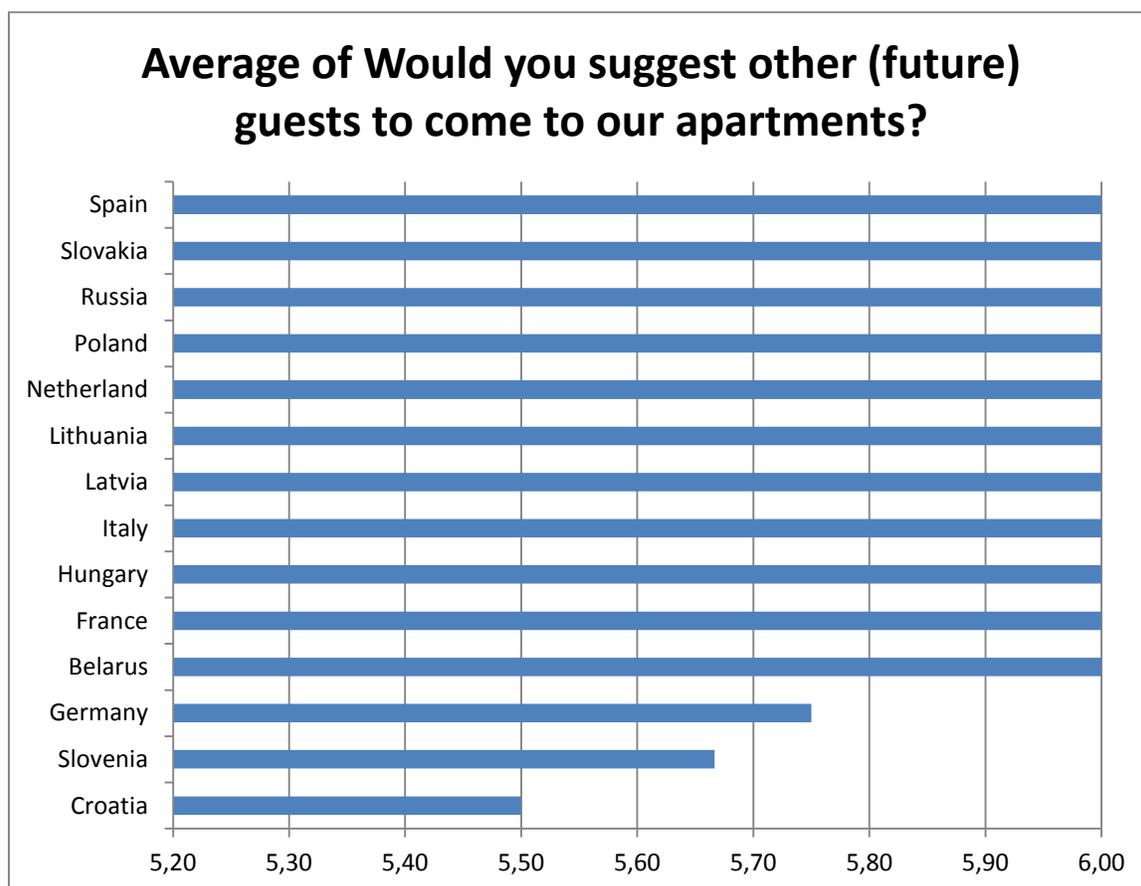
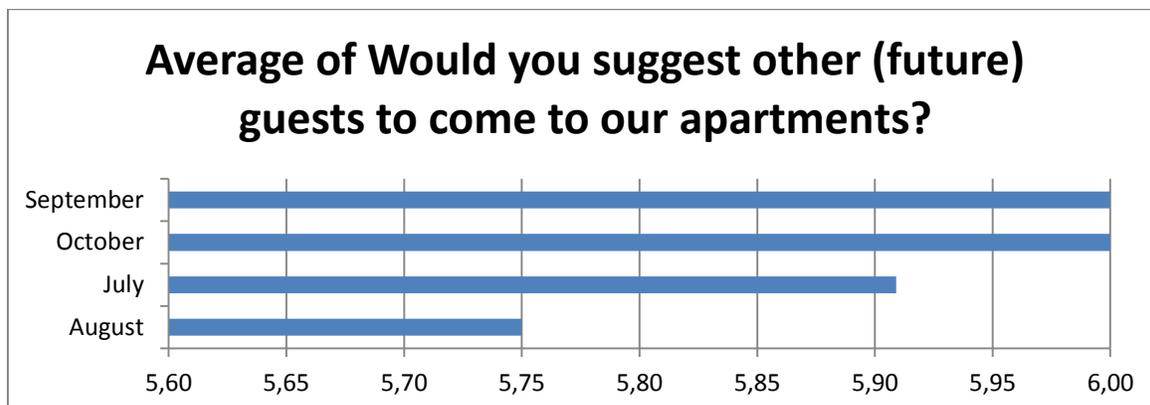


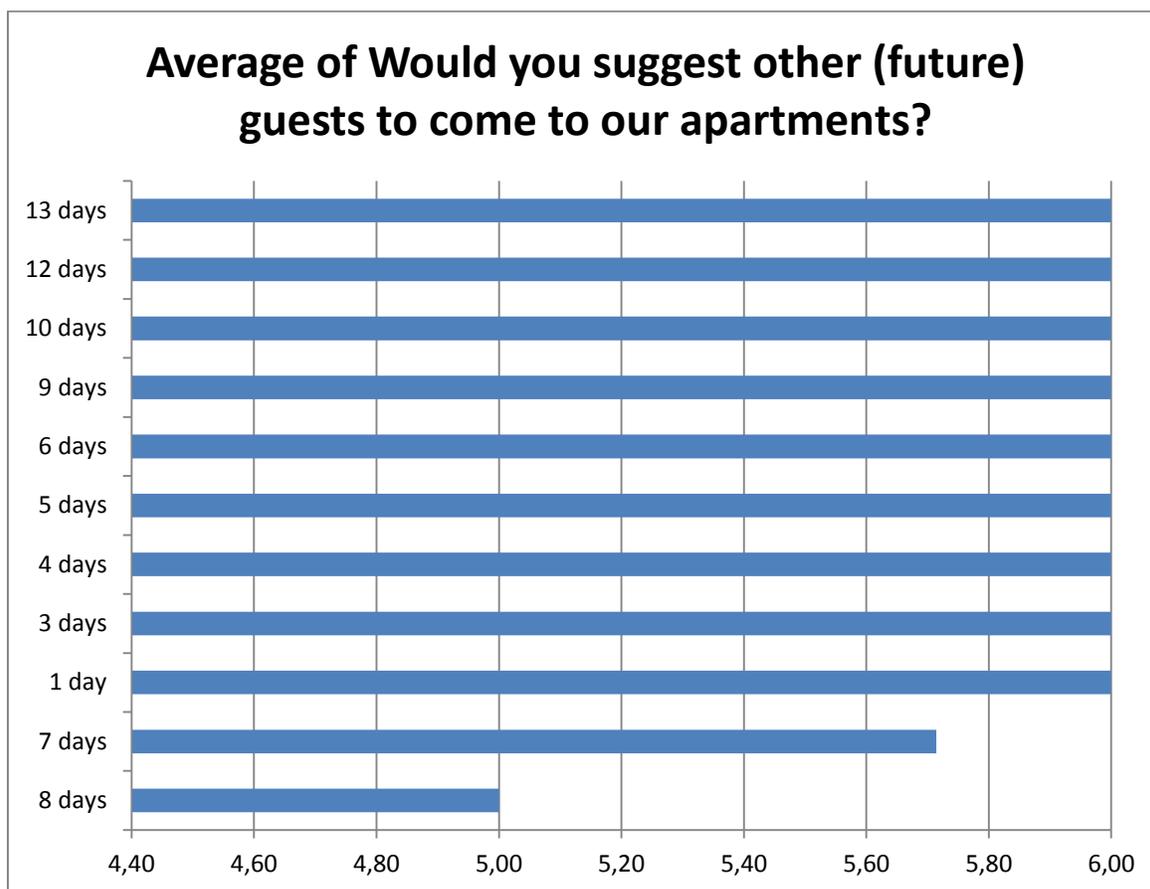


Would you suggest other (future) guests to come to our apartments?

For us as hosts this is really important area. Based on this result we also know how we performed in season 2015. If our guests are willing to tell their family and friends (and to some potential future guests) that we are okay and that everything will be perfect ... that is the best reward for our work. Result in this category is fantastic (average of 5,9 out of 6). The same result as for our behavior. In July and August there is space to improve. Guests from Croatia, Slovenia and Germany are the ones who left some space for us to improve and didn't give us 6 out of 6.

Everyone from AP Kornati (2+2) and AP Kalelarga (6+2) would suggest our apartments to some future guests.





Comments

Message to the host. How to improve quality? What to do better?

- Great job!

- Thank you very much for everything. I think we will come back and stay longer. Hope your good vibes will stay across the years

- Thanks Vedran!

- All about apartment ist completely detailed and suffices. More valuations would be great for you- well knowing that you did not had so many guests so far.. but you should induce all to write a small rating, just can tell you from my position- I always look for it and it's important to me. You compensated over writing all so detailed and communicated very good and promptly. Also one advice that made me doubting first: you had no valuations and then asked several times to send cell phone number and communicated ousite AirBnB. This was a bit strange and not so trustfully... As said you compensated then over communoications and verifications proofed by AirBnB. Maybe you can tell people name or part of you homepage and ask them to google it and lead them to your homepage this way?! Tried it that time over google to search but failed. Did you check platform WIMDU so far? searched there before AirBnB, it's also very good to handle and search with. Many hosts are active on both gantry systems at the same time... wishing you Kosalecs all the best"

- It was a very pleasant stay!

- Sehr sconer, geräumiges Apartment. Das Bett ist bequem abes leider quietscht es bei feufas Bewegung. Das Bad ist etwas zu klein sehr shone Terrasse. :)

- Zadovoljni smo ugodnim boravkom kod vas.

- I would suggest to review the shower basin and the washing machine, because they are leaking a little bit.

- Satisfaction 6 :)

- The only real (little) problem is the shower. Everything else is perfect.

- Host was excellent! We had everything we need and if we didn't we could ask and get it. Thank you! Very helpful!

- Everything great

- Thank you for everything. We want to say big THANKS for your hospitality. I was really shocked when you write to me sms to inform us about dinner, about food, how to find a way to Bibinje. Thank you so much that sincerelly caring us on your house :)

- We thank you for your warmly welcome in Bibinje. We did enjoy our stay in your apartment. Thank you for all! Perhaps you see us another time in your apartment with greetings!

- you don't need to do anything - thank you!

- Water kettle! Fix toilet seat permanently.

- Kisses for the baby (Ines) in tummy! <3

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- All is ok, no problem basically. Aha, we first time went to sea beach through the autostreet without pavement according to map. We went back together with other people through the rail roads. Maybe it would be better to place the sign to this rail road path?

- keep like now

- Yet exterior finish (around the object), and then everything will be very very good

- lep odmor

- Sve super!!

- Thanks you for the attention, it was a perfect stay

- No time to visit the village. We shall come back to Bibinje.

If something was missing? Maybe you needed something during your holiday with which apartment was not equipped?

- Nothing

- Gel shower

- maybe 2 more small towells. 1 holder for dish towel and 1 for towel in kitchen would be nice, maybe on right site next to and above water faucet. maybe fly screens, then we would have used A/C rarer."

- Bigger cutting board, plug for a sink, warm water for the boys :D, better solution for closing the balcony door from the outside

- Wasserkocher

- In the apartment nothing was missing. Maybe in the backyard a pool.

- Imali smo sve što je potrebno.

- nothing

- One suggestion. hammock on the terrace

- Vacuum cleaner.

- All was good!

- No

- Nobody is missing. Thank you for everything, for your hospitality.

- Everything Was there :)

- it was equipped in everything (even more we could expect to)

- (1) Only 1 helmet for the scooter. Should have 2 helmets. (2) Water Kettle

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- Something for ants!
- No, all was perfect
- everything was perfect
- electric kettle
- all ok
- Nothing
- No. Everything was ok.

What were 3 best things? Regarding our apartments, house, backyard

- Backyard is beautiful and full of activities, shower in the yard was great because it makes your showering so simple . Apartman is so nicely put together and decorated that every day we felt privileged to be a guest. And i have to add 4th because it was great to have those small things like salt , paper, oil and ect. when you need it but didnt remember tu buy it :))"

- ") backyard with pool, games 2) host's kindness 3) documentation about Zadar and Bibinje
- Balcon, Clean
- equipment of the apartment, tideness, fruits and vegetables, your service and behaviour,..... really all outstanding
- solar shower!!!air condition included :) the balcony
- Terrasse. WLAN. Scone Aussicht auf Meer. Nahe zum Ort gute Ausstattung der Kuche.
- Apartman je predivan, dočekalo nas je sve za ugodan boravak. U kuhinji nas je dočekala sol, šećer, brašno, ulje, ocat, folija, što su bile sitnice koje su me ugodno iznenadile, kao i wc papir i sapun u kupaonici, te pegla i fen. Posebno nas je oduševio roštilj za blagdan Sv.Roka, zaista ste se potrudili i hvala vam na tome."
- Very kind welcome, cold drinks and icecream prepared for us in the refridgerator. A fine fishplate for sunday lunch.
- (1) Terrace (2) Atmosphere (3) The little gifts (4) The whole apartman
- Outside table, Big rooms and bed. Welcome present.
- (1) Ping pong table, neighbours dog :) (2) terraces (3) bikes, barbecue, location, free water
- Host, apartment, location
- Everything was all right, so I cant to write only three of them :)
- 1.Host -know how and can do attitude 2. everything was great
- hosts - hospitality and help in everything. apartment equipped with all necessary food additives and others (e.g. spices, flour, oil, cofee filters, candles and many many more...), solar shower
- (1) View from balcony. (2) Air conditioning. (3) Overall, very comfortable.

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- Clima. Bed. Location.
- 2 bikes. Table tennis, shower in the garden and four swimming pools. Everything!
- The owners and the enthusiasm in the business organization. The villa, comfortable for real rest. The location
- sun shower in the yard, very large balcony, super clean everywhere
- new apartment, cleanliness of accommodation, spacious apartment
- Apartman, Hosts, Položaj
- Prelep apartman. Super lokacija. Odlični vlasnici.
- Apartment, Attention, Clean
- The big bed. Nice terrace. The little fridge with cold water.
- The whole apartment was very good and complete.

What were 3 worst things? Regarding our apartments, house, backyard

- None
- 1) mosquitos (we didn't find the light last night). 2) fridshe didn't close well. 3) we didn't stay enough ;)
- There's nothing worse or annoying! Only maybe to improve above mentioned.
- Detailed approach on your homepage would be nice, saw car wash is mentioned. Sign at beginning of the small way would help a lot, maybe also 2 or 3 photos of approach beginning from other street site. On the map it's marked as a street, which would not be in a map we know from here. It occurs to us several times this and last time at Croatia that smalls paths are same marked as roads, which is really confusing. also houses have mostly no house numbers...
- warm water for the boys, nothing more :D
- Bad zu klein. Dusche zu eng. Bett quietscht
- Nepregledan ulaz/izlaz sa magistrale. Bilo bi lakše da je neki putokaz gdje treba skrenuti za ulaz, te kod izlaza "ogledalo" sa suprotne strane ceste, da ne bi morali izlaziti svaki puta van iz auta.
- nothing
- Just one thing. To stay more longer :)
- Damaged shower. Not enough hot water for 5 people.
- Nothing
- Bathroom
- I stay in your apartments only for one night, so it really wasn't anything worst. But, I will try to return to your apartments after some years for a longest time and we will see :)

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- Water leaks under washing machine.
- No bad things, it was a dream comes true
- wet bathroom (water licking from the shower). some minor issues in apartment
- (1) Shower leaking a little bit. (2) Toilet seat is loose
- No one
- there where no bad things
- problems with hot water, but then unset, it quickly passed :) nothing more :)
- No lights on the path, Internet not work outside, Washing mashing doesnt work
- We really had a good time in this apartment. Nothing wrong to say.

Message to local authorities?

- I dont have a time to visit beaches, but I'm sure that they are perfect, because Croatian beaches is really beautiful.
- keep clean surrounding - there a lot of garbages in forests and beach
- We did not find at least the place on beach where to swim(
- no ,we have not
- stelling bikes

Message to restaurant owners?

- we have not tried the local restaurants.
- I cant said anything about that because we wasn't on restaurants.
- enable card payments
- All is ok
- very slow

Booking.com

On Booking.com our guests left 18 reviews. We have exceptional score. 9,7 / 10. Location received the lowest score (8,9) but that was expected as Bibinje is still not on the level it could be. For us it is important that in each category on which we as hosts can influence received very high score.

Review score

Based on 18 reviews



Feedbacks on Booking.com correlate with the ones from our own poll. Problems that guests faced and wrote in our poll are repeating here on Booking.com.

Link to our page on Booking.com is below.

<http://www.booking.com/reviews/hr/hotel/apartments-kosalec.en-gb.html>

Positive comments

- We had a very kind welcome, cold drinks, fruits and icecream was in the fridge. On sunday we have got a nice fishplate for lunch. The rooms are very spacious, the furniture is brand new and it was very clean.
- Liked everything! A completely new villa in a prime location, close to the sea. But most importantly - the people who do this, the owner Vedran young boy, lives with his family in the same villa and everything to do with the soul. Excellent interior, huge ceilings, all design, excellent water cooler in the room, good internet, great veranda, equipped house territory, pool with shower, board games, night lights. It's 10 guys!
- Spacious apartment and all new and unworn
- Wonderful place, fantastic owners, unforgettable wakacje.wrócę next year
- Everything is very pleased. Genuine, sincere concern for their guests. Order, cleanliness, quiet. Just regretted that rezervavom only one night. After informing the host of a late arrival, we received the question: "Would you like anything for eat? We can prepare it for you..."
- Large, luxurious, cheap, the top!
- Gorgeous apartment, great big balcony, cleanliness, welcome drink (wine, ice tea, fruit), really nice and clean

Apartments Kosalec - Bibinje



- The apartment is huge, very new and with every comfort. The person who runs it is very close and will try to help as much as you need. In short, a highly recommended SoBe!
- Very nice owner, great facilities. Especially self-caterers will find in the kitchen a wide range of kitchen appliances and cooking utensils, which is of course not everywhere !!! Cosy Pizzeria and supermarket nearby, we were totally satisfied and would definitely come back!
- The apartment is fantastic, totally renovated with a large terrace overlooking the sea. The host greeted us with a bottle of wine and was very friendly. A pity that only did night to catch the plane the next day. We return to Croatia and certainly stay again in Kosalec apartments
- Spacious and well equipped terrace with beautiful views of the sea; on foot to local restaurants and shops; good Kitchen equipment except for the lack kettle; very nice host; well functioning wireless; excellent starting point for Zadar but also to Biograd and Sibenik
- Apartments are new and very well equipped (plenty of dishes for big group, mixer, coffee machine, free water stand, toaster, vacuum), with large terraces, barbecue. Host was very helpful and friendly. We loved the ping pong table. Location is good - very close to bus stop and shop, 5 min drive from Zadar. Since there is nothing much to do in the Zadar city anyway, excellent value for money.
- The most friendly host imaginable, excellent and really cozy apartment. The terrace was one of a kind.
- We stayed in late October on the ground floor of the brand-new apartment (120 m2). It is a beautiful, complete and spacious apartment. The location is quiet but not isolated, Near the center (5 minutes walk from bakery, supermarket, take-away pizzeria, post office etc). In the afternoon sun on the large terrace and in the morning if necessary. on the terrace at the side (for breakfast in the sun). Lovely garden chairs with cushions The beds are fine (not too hard and not too soft). Thick mattresses and duvets. Extra pillows. 2 towels per person. The hospitality of the owner was very cordial. During our stay we got him grilled fish on the barbecue in the garden, served with potatoes, bread and wine. There was upon arrival ice cream in the freezer, soft drinks in the fridge and there was a bottle of wine ready. There is enough space for a car. If it's possible we'll be back again !!

Things to improve

- After a few days there were problems with hot water. In a day and a half it was resolved.
- The entrance to the site is a bit complicated and not signposted
- The apartment is a bit noisy; the bed creaks unfortunately at the slightest movement; little hard to find Apartment despite Navi since reached in 2nd row and only one non-marked gravel road
- Water from shower was leaking on the floor - mopping it was a little annoying.
- The nearest beaches are not exceptional like those a few tens of minutes by car.

Apartments Kosalec - Bibinje



AirBnB.com

On AirBnB we received ALL positive comments and scores. For all categories we received 5 stars. Only 8 comments were left on this site. But this is enough to confirm results from our own poll and results from Booking.com.

Link to reviews from AirBnB is below.

<https://www.airbnb.com/users/show/34088224#reviews>

Apartment Kornati (2+2)

5 Reviews ★★★★★

Summary

Accuracy



Location



Communication



Check In



Cleanliness



Value



- APARTMENT VERY WELL DONE NEAR ZADAR. VOLUME QUIET EXCELLENT HOME. THE IDEAL ACCOMMODATION FOR A VISIT STAY IN THE CORNER AND MORE GOOD RESTAURANT NEAR ACCESSIBLE ON FOOT. A COUNCILLOR STRONGLY. Roger thank you for everything.

- We enjoyed our stay and treated to us by the family Kosalec. Appearance of the apartment and the garden is in conformity with the description and photographs posted by the hosts. In addition We appreciate the little things about what took care, eg. Cold drinks, ice cubes or insect repellent waiting for our arrival, :) a good option is the use of bicycles and a scooter. There was also a problem with our dog, which he felt great during your stay. Oklice very calm, Zadar really close and accessible supermarket on the way. We recommend :)

- The best apartment in what has so far been - fully equipped, even in such trifles as distilled water for irons, or flour, oil and spices, not to mention the measures for mosquitoes, straws and candles !!! :) The home is a story in itself - helpful with everything, extremely kind and hospitable. I recommend to all - both those with children - well-equipped garden, as well as those in need of peace - Verdan ensures that the guests do not disturb each other and were happy!

- A completely new apartment, which corresponds exactly to the detailed descriptions of the landlord Verdran. The furnishings and equipment leave nothing missing and all work flawlessly. Similarly, the living space for two people is more than adequate. The location of the apartment is also very quiet located benign, by a few minutes walk from the center of Bibinje, where you will find small shops and nice restaurants. The big supermarkets of Zadar are 5-10 minutes by car. For trips, the location is just perfect. If Vedran is not on site, his nice family will take care of all the needs and questions- excellent hosts that support one in particular. The apartment, the location, the hospitality- very good, as a super price-performance ratio! We can recommend the apartment, no doubt each and thank you for a great time with family Kosalec :)

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Apartments Kosalec - Bibinje



- A beautiful home in top locations Our best stop in Croatia We leave with regret and will return for a longer stay as possible! Accommodation all new, air conditioned, with terrace privatized collective + terrace with small pool, beach chairs, games, table tennis, ... A paradise

Apartment Krka (4+2)

- We arrived on wednesday the 5th and were greeted very friendly by our housts Vedran and his wife. After a short visit to the local beach we moved in the very new and beautifully furnished apartment. Everything was clean and tidy and totally sufficient for our stay

Apartment Kalelarga (6+2)

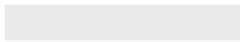
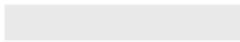
- Hello The apartment is fully as described and totally new with good finishing quality. Very large and cosy. The terrace is very nice. The owners are very nice and look to you perfectly and with lot of nice attention. The village is nice and relaxing. You could be in Zadar in 15 min if you want more activities. Definitively a nice place to spend one or two weeks holidays.

Holiday Lettings (TripAdvisor)

We had only 1 review on HL from the guests in October 2015. Review is for the biggest apartment, Kalelarga (6+2). They say: "The offer seems impossible to be true, but we were relieved to find everything was exactly as described without any hidden costs".

Guest reviews

  *Excellent* – based on 1 review

Excellent		1
Very Good		0
Good		0
Poor		0
Terrible		0

Link to the profile. <https://www.holidaylettings.co.uk/rentals/bibinje/6694564>.

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