

## [《中国饭店业务统计》线上版问卷常见问题](#)

感谢您参与由中国旅游饭店业协会和浩华管理顾问公司共同发起的《2021 年中国饭店业务统计》问卷调查！自 2003 年起，我们使用过纸质版问卷以及电子 Excel 版问卷，今年，我们很高兴首次推出在线链接的填报方式，希望为各参与方打造更加高效、方便的填写体验，同时助力高品质和及时的行业统计发布。若您在填写中有任何疑问请参考以下常见问题的回答或与我们联系。

### 1. 如何获取酒店的专属问卷？

替代传统的 excel 文件，《2021 年全球饭店业务统计调查问卷-中国版》以线上链接的形式呈现。仅需两步即可获取贵酒店的专属问卷。

第一步：访问贵酒店集团/浩华分享的初始链接地址

中国区问卷分为标准版和简化版，若贵酒店属于全服务酒店请您点击以下链接获取问卷：

<https://horwathhtl-cn.com/2021-worldwide-hotel-industry-study-china-survey>

若贵酒店属于精选服务酒店请您点击以下链接获取问卷：

<https://horwathhtl-cn.com/2021-worldwide-hotel-industry-study-china-survey-lite>

第二步：注册并创建贵酒店的专属问卷链接

请填写 1.) 酒店的中文全名以及 2.) 有效的工作邮箱地址，注册并创建贵酒店的专属问卷链接，系统将以邮件形式将贵酒店问卷链接发送至所填写的邮箱中。

请填写下面信息以获取您的调查问卷 / Please fill in the following information to receive the survey

您酒店的中文全名 / Your Hotel's Name:	<input type="text" value="请输入您酒店的中文全名"/>
您在酒店的工作邮箱 / Your Work Email:	<input type="text" value="请输入您的酒店邮箱，用于接收本次问卷的填报地址"/>

截止日期：2021 年 03 月 12 日 / Due Date: March 12<sup>th</sup>, 2021

注意：

1. 请确保您注册使用的工作邮箱地址是有效的，同一酒店请勿多次重复创建链接。
2. 十分建议贵酒店使用可持续性的邮箱地址（不随着人员的变动而失效）创建链接，

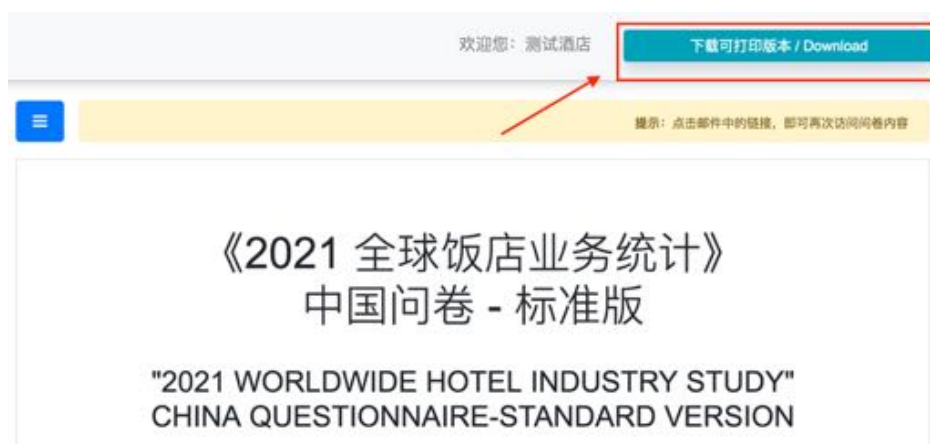
以便明年填写问卷时系统自动显示部分酒店的基础信息和设施信息。

3. 请妥善保存内附问卷链接的系统邮件，以便在问卷填写期间多次访问。
4. 为确保贵酒店填写信息的保密性，请谨慎分享问卷链接，切勿发送给无关人员。

## 2. 如何在酒店内部多人协作填写问卷？

问卷填写通常涉及多部门的协同合作，贵酒店可选择以下两种方式：

方式一：点击问卷右上角“下载可打印版本”，打印出空白问卷，分发到各部门进行线下填写，收集完成后统一交由一人进行线上填报。



方式二：直接分享系统邮件中酒店的专属问卷链接给各部门负责填写的人员，他们可以分不同时间访问链接并完成所负责填写的子问卷，填写后点击右上角“保存问卷”即可保存内容。



注意：尽量减少分享链接的人员数量（建议 4 人内）以免造成填写的混乱。各部门问卷填写的负责人需在“预测问卷”的联系信息处留下联系方式以便后续复查数据。

联系人信息，非常重要 / RESPONDER CONTACT INFORMATION, VERY IMPORTANT				
问卷填写部门 SECTION COMPLETED	一般信息 GENERAL INFO.	市场信息 MARKETING	财务信息 FINANCIALS	餐饮信息 F&B
姓名 / Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
职位 / Position	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
手机 / Mobilephone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
邮箱 / E-mail	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### 3. 如何保存问卷以便多次填写？

每完成一个独立的子问卷后，可点击页面右上角“保存问卷”进行保存，或者点击该问卷页面底端“下一页”由系统自动保存。若此时离开页面，再次点击初始系统邮件中的问卷链接，可再次访问问卷并继续上次的填写。

注意：系统默认以子问卷为单位进行保存，针对未完成填写的子问卷内容或未验证通过的问卷内容（详见第8题）无法保存。

### 4. 如何共享问卷内容以便上司/集团总部审阅？

方式一：

在完成问卷内容的填写后可点击左侧菜单里的“预览”，自我检查所填写的内容。确认无误后点击页面右上角“下载可打印版本”将问卷 PDF 版或打印版分享给上司审阅。

方式二：

在完成问卷内容的填写后，并在“预览”模式下自我检查完，可以点击“暂不提交，保存并退出”关闭问卷，再将系统邮件中的问卷链接发送给上司/集团总部审阅。待上司/集团总部确认所填写内容后，再次访问问卷并点击“确认无误，提交问卷”。

注意：请务必选择“暂不提交，保存并退出”以便今后再次对问卷进行编辑和修改。一旦选择“确认无误，提交问卷”，将无法对问卷进行修改。

### 5. 如何提交问卷？

在填写完所有子问卷后，可选择“预览”查阅填写的问卷内容。若日后仍需对问卷进行修改请选择“暂不提交，保存并退出”，下次可使用系统邮件中的链接再次访问问卷并修改。若确认内容无误，可以选择“确认无误，提交问卷”。在问卷提交后，酒店相关人士在截止日期前仍可使用系统邮件中的链接查看问卷，但无法对问卷进行修改。

6. 如何下载最终填写的问卷到本地以长期留存？

在完成和确认所有子问卷的填写内容后，点击页面右上角“下载可打印版本”或“预览”页面左上角“打印当前问卷”将问卷保存为 PDF 格式或打印为纸质版留存。



注意：在问卷填报截止日期之后，贵酒店的问卷链接将永久失效并无法访问。因此，请务必在确认提交问卷之后及时保存问卷 PDF 版或打印留存所填写信息。

7. 如果不慎丢失系统邮件中的问卷链接怎么办？

方式一：再次访问最初酒店集团或浩华发送给您的初始链接，使用相同的酒店中文名和邮箱地址再次注册，系统将为您找回此前的问卷链接并发送至您的邮箱。

方式二：与我们联系，我们将为贵酒店找回问卷链接。

8. 系统提示有未验证通过的内容时应该如何处理？

如果您在点击“保存问卷”或“下一页”后系统提示“问卷含有未填写的内容或格式填写有误”时，您可能遇见的情况和解决办法如下：



- 1).您当前填写的子问卷含有未完成填写的“必填项”，请补充填写系统标红的空格。若该项不适用于贵酒店，请填写数字“0”。
- 2).您所填写的数据/内容不符合系统要求，请仔细检查标红空格中填写的数据格式。
- 3).若以上两种都无法解决您的问题，请与我们联系。

如您需要进一步的帮助和咨询或有任何帮助我们改进的宝贵建议，请与我们联系：

李倩小姐

电话：010 85181833

邮箱：[qli@horwathhtl.com](mailto:qli@horwathhtl.com)

## [China Hotel Industry Study Online Survey Frequently Asked Questions](#)

Thank you for participating in the "China Hotel Industry Study 2021" which jointly initiated by China Tourist Hotel Association and Horwath HTL! We are excited to launch the online survey this year to replace our previous excel questionnaire, hoping to create a more efficient and convenient experience. This improvement will also streamline our analysis process which helps to ensure the timely publication of our annual study. If you have any questions regarding the online survey, please kindly refer to the following FAQ or feel free contact us.

### I. How to get a unique questionnaire link for your hotel?

Step 1: Visit the uniform link shared by your hotel company/Horwath HTL.

There are two kinds of questionnaires for China region, standard version and simplified version. If your hotel is a full-service hotel, please click on the following link:

<https://horwathhtl-cn.com/2021-worldwide-hotel-industry-study-china-survey>

If your hotel is a select-service hotel, please click on the following link:

<https://horwathhtl-cn.com/2021-worldwide-hotel-industry-study-china-survey-lite>

Step 2: Register a unique questionnaire link for your hotel.

Please fill in 1.) the full Chinese name of your hotel and 2.) a valid work email address to register for the unique questionnaire link for your hotel. The system will send the link automatically to your registered email address.

The screenshot shows a registration form with the following elements:

- Header: 请填写下面信息以获取您的调查问卷 / Please fill in the following information to receive the survey
- Field 1: 您酒店的中文全名 / Your Hotel's Name: 请输入您酒店的中文全名
- Field 2: 您在酒店的工作邮箱 / Your Work Email: 请输入您的酒店邮箱。用于接收本次问卷的填报地址
- Submit Button: 提交并获取调查问卷 / Submit to receive the survey
- Deadline: 截止日期: 2021年03月12日 / Due Date: March 12<sup>th</sup>, 2021

Note\*:

1. Please ensure the email address you choose is valid and avoid repeat registration for the same hotel.
2. It is highly recommended for your hotel to use a permanent email address (which does not expire with personnel change) to register so that the system can automatically display the basic hotel information next year.
3. Please well save the system email with the unique survey link for future visits.

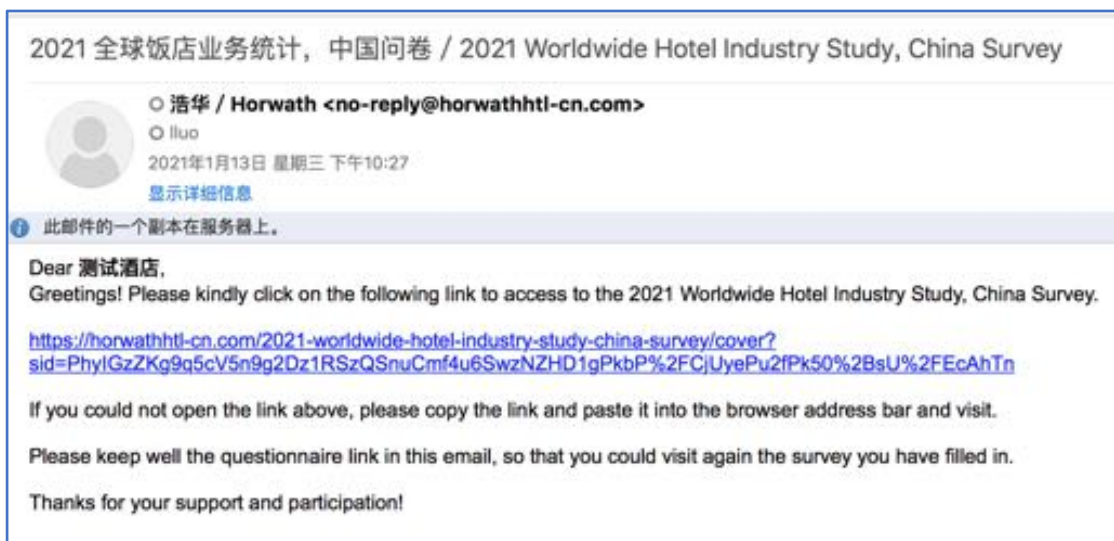
4. To protect the confidentiality of your hotel's key performance information, please do not share the unique link with unrelated parties.
2. How to co-fill the questionnaire by different departments in the hotel?

We understand the completion of the survey usually involves the collaboration of multiple departments. There are two options for you to continue the cooperation.

Option 1: Click "Download" in the upper right corner of the webpage to print out the blank questionnaire and distribute to related departments for completion. Once the data is all collected, assign one person to fill out the survey online.



Option 2: Send the hotel's unique questionnaire link from received email directly to involved persons in different departments. They can complete their responsible sub-questionnaire separately by visiting the link in different time periods. To save the content, click "Save" on the upper right corner.





Note\*: Please try to minimize the number of people (suggest maximum of 4 people) using the questionnaire link in order to avoid confusion. The responsible person of each department for filling the questionnaire needs to leave the contact information in "Forecast questionnaire" for subsequent review of the data.

联系人信息, 非常重要 / RESPONDER CONTACT INFORMATION, VERY IMPORTANT				
问卷填写部门 SECTION COMPLETED	一般信息 GENERAL INFO.	市场信息 MARKETING	财务信息 FINANCIALS	餐饮信息 F&B
姓名 / Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
职位 / Position	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
手机 / Mobilephone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
邮箱 / E-mail	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### 3. How to save the questionnaire and complete it in multiple times?

After completing each sub-questionnaire, you can either click "Save " in the upper right corner or " Page Down" at the bottom of the webpage to save the content. After saving, you can always access your survey and continue editing through the unique questionnaire link.

Note\*: The system can only save the content in the unit of sub-questionnaire by default. Partly completed sub-questionnaire or not verified content (refer to question 8) will not be saved.

### 4. How to share the completed questionnaire with your supervisor/corporate office for revision?

Option 1: You can click "Preview" in the left menu bar to double check the information and click "Download" in the upper right corner of the webpage to share the result as a PDF or print it out to your supervisor for revision.

Option 2: You can click "Preview" in the left menu bar to double check the information and click "Save and exit" to close the questionnaire. Afterwards, you can send your unique questionnaire link to your supervisor/corporate office for revision. Once the data is confirmed, you could re-visit the questionnaire and click "Confirm and submit" to submit the survey.

Note\*: Please make sure you click "Save and exit" so that you could still modify the questionnaire in the future. Once you click "Confirm and submit", the questionnaire can only be viewed without amendments.

### 5. How to submit the questionnaire?



After completing all the sub-questionnaires, you can click "Preview" to review all the content. If you still need to modify the questionnaire in the future, please select "Save and exit", so that you can access the link again and edit the survey. If you confirm all the information is correct and complete, please select "Confirm and submit". After submission, you can still visit the link to download questionnaire before the deadline but no longer allowed to modify.

#### 6. How to download the final completed questionnaire and store it locally?

After completing and confirming the questionnaire, you can click "Download" in the upper right corner of the webpage or click "Print" in the upper left corner of the "Preview" webpage to either save the questionnaire in PDF format or print it out as a paper version for retention.



Note\*: After the questionnaire's submission deadline, your hotel's questionnaire link will be expired and inaccessible. Therefore, please be sure to save the final completed survey in PDF version or print it out before the deadline.

#### 7. What if the questionnaire link from the system email is accidentally lost?

Option 1: Visit the original uniform link you received from the hotel company/Horwath HTL and type in the same hotel Chinese name and email address to obtain the questionnaire link. The system will retrieve the previous questionnaire link for you.

Option 2: Contact us and we will retrieve the questionnaire link for your hotel.

#### 8. How to process when the system prompts unverified content?

If you click "Save Questionnaire" or "Page Down" and the system prompts "The questionnaire contains unfilled content or the format is incorrect", you could refer to the following situations and solutions:

- 1). The sub-questionnaire you are currently filling contains "required fields" that have not been completed, please fill in the blanks marked in red by the system. If this item does not apply to your hotel, please fill in number "0".
- 2). There is data/content you filled in does not meet the system requirements, please carefully check the format of the data filled in the blanks marked in red.
- 3). If the above solutions cannot solve your problem, please contact us.

If you need further assistance or have any valuable suggestions to help us improve, please contact us:

Miss Lynn Li @

Tel: 010-85181833

Email: [qli@horwathhtl.com](mailto:qli@horwathhtl.com)