

**PRODUCT SATISFACTION RATINGS  
THE ISLANDS OF THE BAHAMAS  
1998 TO 2009**

Rating Area	Much Better or Better										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	37%	40%	39%	39%	39%	40%	39%	41%	41%	38%	30%
Food in Hotels	36%	42%	41%	40%	40%	41%	41%	40%	43%	44%	39%
Hotel Service	44%	47%	48%	49%	48%	47%	45%	47%	48%	46%	39%
Value for Money in Htls.	26%	27%	29%	28%	28%	30%	30%	29%	29%	27%	27%
Easy to Get to	40%	39%	40%	40%	40%	40%	40%	39%	38%	38%	37%
Beaches	59%	58%	58%	56%	56%	56%	56%	53%	57%	58%	54%
Climate	49%	49%	50%	50%	50%	50%	52%	47%	51%	53%	47%
Attitude of People	64%	61%	63%	62%	63%	61%	60%	62%	60%	63%	60%
Food in Restaurants	45%	44%	44%	43%	43%	41%	40%	41%	42%	43%	43%
Restaurant Service	44%	43%	43%	42%	42%	41%	38%	39%	39%	39%	39%
Overall Value for Money	30%	39%	38%	38%	38%	38%	37%	36%	37%	37%	37%
Bahamas Overall	61%	57%	58%	58%	58%	58%	55%	55%	57%	58%	54%

\*2008 is not listed because these ratings were not asked during this year. Visitors who said that their experience was the same as expected are not listed above.

**PRODUCT SATISFACTION RATINGS  
THE ISLANDS OF THE BAHAMAS  
1998 TO 2009**

Rating Area	Not as Good or Worse										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	13%	17%	19%	18%	16%	16%	18%	18%	18%	17%	19%
Food in Hotels	15%	17%	17%	17%	17%	18%	19%	20%	18%	16%	15%
Hotel Service	11%	15%	15%	15%	15%	14%	19%	19%	18%	18%	16%
Value for Money in Htls.	20%	23%	22%	23%	22%	22%	25%	25%	26%	25%	22%
Easy to Get to	8%	7%	7%	7%	6%	6%	8%	8%	9%	8%	9%
Beaches	4%	5%	6%	7%	6%	6%	7%	8%	8%	7%	9%
Climate	9%	10%	11%	10%	12%	10%	11%	15%	10%	10%	15%
Attitude of People	7%	11%	10%	11%	11%	11%	14%	11%	13%	10%	12%
Food in Restaurants	11%	11%	11%	12%	12%	14%	14%	13%	13%	12%	12%
Restaurant Service	11%	13%	12%	14%	14%	15%	17%	16%	16%	14%	15%
Overall Value for Money	21%	18%	18%	17%	17%	18%	20%	20%	20%	18%	19%
Bahamas Overall	4%	8%	7%	8%	8%	8%	10%	10%	9%	7%	10%

**PRODUCT SATISFACTION RATINGS  
NASSAU/PARADISE ISLAND  
1998 TO 2009**

Rating Area	Much Better or Better										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	38%	40%	36%	36%	37%	38%	37%	42%	43%	41%	32%
Food in Hotels	37%	45%	42%	41%	41%	44%	44%	44%	46%	46%	40%
Hotel Service	45%	50%	49%	49%	49%	50%	49%	52%	50%	49%	41%
Value for Money in Htls.	25%	27%	27%	27%	26%	28%	28%	29%	27%	25%	25%
Easy to Get to	40%	39%	39%	40%	40%	42%	41%	41%	39%	40%	38%
Beaches	58%	54%	56%	53%	54%	57%	58%	54%	58%	55%	56%
Climate	49%	48%	50%	51%	49%	52%	53%	50%	52%	51%	47%
Attitude of People	64%	61%	63%	63%	63%	63%	63%	65%	62%	63%	62%
Food in Restaurants	45%	46%	45%	43%	43%	44%	42%	43%	44%	44%	44%
Restaurant Service	44%	47%	46%	45%	45%	45%	42%	44%	42%	42%	42%
Overall Value for Money	29%	37%	37%	36%	35%	37%	36%	36%	35%	35%	35%
Nassau/P.I. Overall	61%	56%	56%	58%	57%	58%	56%	57%	57%	57%	54%

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**PRODUCT SATISFACTION RATINGS  
NASSAU/PARADISE ISLAND  
1998 TO 2009**

Rating Area	Not as Good or Worse										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	14%	20%	22%	22%	18%	18%	20%	18%	17%	16%	21%
Food in Hotels	15%	16%	17%	18%	18%	17%	18%	19%	18%	16%	15%
Hotel Service	11%	15%	16%	16%	15%	14%	18%	17%	18%	19%	18%
Value for Money in Htls.	22%	27%	25%	26%	26%	25%	29%	28%	30%	30%	26%
Easy to Get to	7%	7%	7%	7%	6%	6%	7%	7%	9%	7%	9%
Beaches	4%	6%	6%	8%	7%	6%	7%	9%	7%	8%	8%
Climate	9%	11%	12%	9%	13%	11%	11%	14%	10%	11%	16%
Attitude of People	7%	11%	11%	12%	11%	11%	13%	11%	14%	11%	12%
Food in Restaurants	11%	10%	11%	12%	12%	12%	13%	13%	14%	13%	11%
Restaurant Service	11%	12%	11%	13%	13%	13%	14%	14%	16%	16%	15%
Overall Value for Money	23%	20%	20%	19%	19%	20%	21%	22%	23%	21%	23%
Bahamas Overall	4%	8%	8%	9%	8%	8%	9%	10%	10%	8%	10%

**PRODUCT SATISFACTION RATINGS  
GRAND BAHAMA ISLAND  
1998 TO 2009**

<b>Rating Area</b>	<b>Much Better or Better</b>										
	<b>2009</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>	<b>2003</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>	<b>1998</b>
Hotel Rooms	29%	36%	40%	40%	39%	46%	43%	43%	33%	32%	28%
Food in Hotels	24%	28%	30%	29%	32%	33%	33%	32%	34%	37%	35%
Hotel Service	32%	38%	42%	44%	42%	45%	38%	39%	39%	39%	37%
Value for Money in Htls.	25%	27%	30%	30%	31%	36%	35%	32%	33%	33%	31%
Easy to Get to	40%	40%	42%	44%	44%	45%	42%	41%	38%	37%	38%
Beaches	64%	61%	59%	57%	56%	55%	53%	52%	51%	49%	46%
Climate	51%	49%	47%	45%	50%	53%	49%	44%	50%	49%	45%
Attitude of People	61%	56%	59%	60%	59%	60%	53%	56%	54%	54%	54%
Food in Restaurants	43%	41%	43%	41%	41%	40%	37%	38%	39%	40%	40%
Restaurant Service	40%	37%	39%	36%	35%	36%	31%	34%	36%	37%	37%
Overall Value for Money	29%	38%	39%	38%	40%	42%	37%	38%	41%	40%	40%
Grand Bahama Overall	56%	53%	55%	54%	57%	58%	50%	52%	52%	51%	51%

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**PRODUCT SATISFACTION RATINGS  
GRAND BAHAMA ISLAND  
1998 TO 2009**

<b>Rating Area</b>	<b>Not as Good or Worse</b>										
	<b>2009</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>	<b>2003</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>	<b>1998</b>
Hotel Rooms	16%	18%	16%	16%	15%	14%	17%	20%	23%	18%	20%
Food in Hotels	20%	24%	21%	21%	20%	22%	23%	26%	20%	18%	16%
Hotel Service	15%	20%	17%	17%	18%	16%	25%	26%	21%	17%	16%
Value for Money in Htls.	14%	20%	20%	20%	18%	18%	20%	22%	20%	16%	16%
Easy to Get to	7%	7%	6%	7%	6%	7%	10%	10%	8%	8%	8%
Beaches	4%	4%	5%	7%	7%	9%	9%	9%	10%	10%	12%
Climate	8%	10%	13%	15%	11%	9%	13%	21%	12%	11%	15%
Attitude of People	7%	16%	12%	14%	14%	14%	22%	15%	16%	15%	15%
Food in Restaurants	12%	15%	15%	17%	18%	20%	20%	18%	15%	15%	13%
Restaurant Service	12%	21%	18%	20%	23%	36%	27%	24%	21%	17%	18%
Overall Value for Money	17%	19%	19%	18%	18%	18%	21%	20%	18%	16%	16%
Grand Bahama Overall	6%	10%	10%	12%	9%	10%	14%	14%	12%	10%	11%

**PRODUCT SATISFACTION RATINGS  
OUT ISLANDS  
1998 TO 2009**

Rating Area	Much Better or Better										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	39%	46%	49%	49%	48%	36%	40%	37%	42%	37%	24%
Food in Hotels	51%	47%	49%	51%	50%	38%	42%	41%	44%	46%	33%
Hotel Service	51%	49%	53%	52%	50%	39%	40%	39%	45%	42%	32%
Value for Money in Htls.	37%	29%	32%	32%	33%	26%	27%	25%	28%	26%	20%
Easy to Get to	38%	36%	38%	34%	35%	29%	30%	28%	30%	33%	28%
Beaches	61%	64%	66%	63%	64%	53%	56%	56%	60%	65%	58%
Climate	51%	52%	54%	50%	52%	45%	50%	46%	51%	54%	46%
Attitude of People	71%	67%	70%	66%	68%	58%	64%	63%	61%	66%	61%
Food in Restaurants	45%	42%	44%	44%	45%	35%	38%	41%	40%	42%	39%
Restaurant Service	44%	38%	40%	40%	41%	32%	32%	34%	33%	34%	34%
Overall Value for Money	43%	41%	42%	41%	43%	38%	40%	37%	37%	38%	36%
Out Islands Overall	65%	65%	66%	65%	66%	61%	59%	59%	59%	64%	58%

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**PRODUCT SATISFACTION RATINGS  
OUT ISLANDS  
1998 TO 2009**

Rating Area	Not as Good or Worse										
	2009	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Hotel Rooms	9%	8%	6%	6%	7%	10%	10%	9%	12%	16%	11%
Food in Hotels	6%	11%	11%	8%	7%	9%	10%	9%	14%	14%	9%
Hotel Service	6%	9%	8%	7%	7%	9%	10%	9%	14%	14%	9%
Value for Money in Htls.	9%	14%	13%	12%	11%	15%	16%	19%	20%	20%	39%
Easy to Get to	12%	9%	8%	9%	9%	7%	9%	9%	9%	8%	8%
Beaches	3%	3%	3%	3%	4%	3%	4%	5%	5%	4%	4%
Climate	8%	8%	8%	8%	8%	7%	8%	11%	7%	6%	12%
Attitude of People	3%	6%	4%	4%	4%	5%	5%	5%	7%	6%	6%
Food in Restaurants	4%	9%	9%	7%	6%	8%	10%	9%	11%	9%	9%
Restaurant Service	6%	11%	10%	8%	8%	9%	13%	11%	14%	10%	11%
Overall Value for Money	8%	12%	11%	11%	10%	14%	13%	14%	15%	14%	15%
Bahamas Overall	3%	4%	3%	3%	3%	14%	4%	4%	4%	4%	5%