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APPENDIX A: QUESTIONNAIRE

The following are the list of the question that was used to conduct the research

Gender *

Female

Male

Age range *

<18

20 - 25

26 - 40

41 - 50

> 50

How many times have you stayed or visited W Bali Seminyak? *

1

2 - 3

3 - 4

4 - 5

> 5

**Survey of The Influence of Service Quality,
Brand Reputation towards Customer
Satisfaction at W Bali Seminyak.**

Hi there, I'm Jessica Acadia from Universitas Pelita Harapan Medan majoring in Hospitality Management who are currently undergoing their Final Project/Thesis.

I hope you are willing to participate and take your time to answer all the questions provided in this short survey. This survey was conducted with the aim of researching and analyzing more deeply your level of satisfaction with the W Bali Hotel Seminyak.

Your participation is very important in helping this research process. Therefore, I hope that you can fill out this survey as objectively and honestly as possible. Your positive responses will be helpful and valuable for my final paper completion. You can rest assured as all the information gathered will be treated confidentially and used for academic purposes only. Thank you for your cooperation 💎

Service quality (X1) Questionnaire

Please provide your assessment by marking the scale provided according to your perception or experience. Choose the most suitable option.

The following is a description of the rating scale:

1: Strongly Disagree

2: Disagree

3: Neutral

4: Agreed

5: Strongly Agree

The quality of W hotel service to customers is in line with company promises. *

1

2

3

4

5

I trust W Bali Seminyak hotel employee can provide information and assistance to the guests. *

1

2

3

4

5

I am satisfied with the appearance and function of W Bali seminyak hotel infrastructure. *

1

2

3

4

5

The quality of W hotel service makes people feel being listened and understood. *

- 1
- 2
- 3
- 4
- 5

W Bali Seminyak hotel Employee has good responsiveness in service. *

- 1
- 2
- 3
- 4
- 5



Brand Reputation (X2) Questionnaire

Please provide your assessment by marking the scale provided according to your perception or experience. Choose the most suitable option.

The following is a description of the rating scale:

- 1: Strongly Disagree
- 2: Disagree
- 3: Neutral
- 4: Agreed
- 5: Strongly Agree

W Bali Seminyak hotel has the Marriot quality. *

- 1
- 2
- 3
- 4
- 5

W Bali Seminyak hotel has the Marriott features. *

- 1
- 2
- 3
- 4
- 5

W Bali Seminyak hotel has the Marriott characteristics. *

- 1
- 2
- 3
- 4
- 5

W Bali Seminyak hotel has a good brand reputation. *

- 1
- 2
- 3
- 4
- 5

Customer Satisfaction (Y) Questionnaire

Section title (optional)



Please provide your assessment by marking the scale provided according to your perception or experience.
Choose the most suitable option.

The following is a description of the rating scale:

- 1: Strongly Disagree
- 2: Disagree
- 3: Neutral
- 4: Agreed
- 5: Strongly Agree

The quality of W bali seminyak hotel service has meet my expectation. *

- 1
- 2
- 3
- 4
- 5

I will revisit W Bali seminyak hotel. *

- 1
- 2
- 3
- 4
- 5

I am willing to recommend W Bali seminyak hotel to others. *

- 1
- 2
- 3
- 4
- 5

**APPENDIX B: PRE-TEST: RESPONDENT ANSWER FOR
VARIABLE X1 (SERVICE QUALITY)**

Service Quality (X1)						
NO	X1.1	X1.2	X1.3	X1.4	X1.5	Total
1	4	3	4	4	4	19
2	5	5	5	5	4	24
3	4	4	5	3	4	20
4	4	4	5	5	5	23
5	4	4	4	4	4	20
6	4	4	4	4	4	20
7	3	4	4	3	4	18
8	5	5	5	5	5	25
9	5	5	5	5	5	25
10	4	4	4	4	4	20
11	5	5	5	5	5	25
12	5	5	5	5	5	25
13	4	4	3	3	4	18
14	4	4	4	5	4	21
15	4	4	5	3	4	20
16	3	3	4	2	2	14
17	3	4	4	4	4	19
18	3	4	4	3	4	18
19	3	3	2	3	4	15
20	5	5	5	5	5	25
21	4	4	4	4	4	20
22	4	4	3	5	5	21
23	3	4	5	2	4	18
24	4	3	5	4	3	19
25	3	4	3	4	3	17
26	4	4	4	4	4	20
27	4	4	4	4	4	20
28	4	4	4	4	4	20
29	1	2	1	1	2	7
30	4	4	4	4	4	20

**APPENDIX C : PRE – TEST : RESPONDENT ANSWER FOR
VARIABLE X2 (BRAND REPUTATION)**

NO	X2.1	X2.2	X2.3	X2.4	Total
1	4	4	5	4	17
2	5	4	5	2	16
3	4	4	4	5	17
4	5	5	4	4	18
5	4	4	4	4	16
6	4	4	4	4	16
7	2	3	4	4	13
8	5	5	5	5	20
9	5	5	5	5	20
10	4	4	4	4	16
11	5	5	5	5	20
12	5	5	5	5	20
13	4	4	3	4	15
14	4	4	5	5	18
15	5	5	4	5	19
16	3	4	3	4	14
17	5	4	4	5	18
18	4	3	4	5	16
19	4	4	3	5	16
20	5	5	5	5	20
21	4	4	4	4	16
22	4	4	4	4	16
23	4	3	4	5	16
24	4	4	5	5	18
25	4	4	5	4	17
26	4	4	4	4	16
27	4	4	4	4	16
28	4	4	4	4	16
29	1	2	1	2	6
30	4	4	4	4	16

**APPENDIX D : PRE – TEST : RESPONDENT ANSWER FOR
VARIABLE Y (CUSTOMER SATISFACTION)**

Respondent	Y.1	Y.2	Y.3	TOTAL
1	4	4	5	13
2	5	5	5	15
3	4	5	5	14
4	4	5	4	13
5	4	4	4	12
6	4	4	4	12
7	3	4	4	11
8	5	5	5	15
9	5	5	5	15
10	4	4	4	12
11	5	5	5	15
12	5	5	5	15
13	4	3	4	11
14	4	5	5	14
15	4	5	5	14
16	3	2	3	8
17	4	4	4	12
18	4	3	4	11
19	3	2	3	8
20	5	4	4	13
21	4	3	3	10
22	4	5	5	14
23	2	4	4	10
24	5	4	5	14
25	4	4	5	13
26	4	4	4	12
27	4	4	4	12
28	4	4	4	12
29	2	1	1	4
30	4	4	4	12

**APPENDIX E : MAIN – TEST : RESPONDENT ANSWER FOR
VARIABLE X1 (COMMUNICATION)**

No	X1.1	X1.2	X1.3	X1.4	X1.5	Total
1	4	4	4	3	3	18
2	5	5	5	5	5	25
3	4	4	4	4	4	20
4	3	3	3	3	3	15
5	3	3	3	3	4	16
6	4	4	4	4	4	20
7	5	5	5	5	5	25
8	3	3	3	3	3	15
9	3	3	3	4	3	16
10	4	4	4	4	4	20
11	4	4	5	5	4	22
12	5	5	5	5	4	24
13	4	4	4	4	4	20
14	4	4	4	4	5	21
15	4	4	4	4	3	19
16	4	4	3	4	4	19
17	4	3	3	3	3	16
18	3	3	3	5	5	19
19	4	4	4	3	2	17
20	4	4	4	5	3	20
21	5	5	5	3	3	21
22	3	4	3	2	1	13
23	4	4	3	3	3	17
24	4	4	2	3	2	15
25	4	3	4	3	2	16
26	3	3	3	5	3	17
27	4	4	4	5	2	19
28	4	4	4	4	3	19
29	4	3	4	3	2	16
30	5	4	5	5	4	23
31	3	4	3	3	2	15
32	4	4	5	3	3	19
33	2	4	2	2	3	13
34	5	5	5	5	5	25

35	5	5	5	4	3	22
36	5	4	5	5	3	22
37	4	4	4	3	4	19
38	4	5	4	4	5	22
39	5	4	5	3	5	22
40	4	5	3	5	4	21
41	5	5	4	3	4	21
42	4	5	3	5	4	21
43	3	5	4	5	3	20
44	5	4	5	3	5	22
45	3	3	3	5	4	19
46	4	2	4	3	5	18
47	4	3	4	2	4	17
48	5	4	3	5	4	21
49	5	4	5	3	2	19
50	4	3	3	4	4	18
51	3	4	4	4	3	18
52	4	4	4	4	4	20
53	4	5	4	4	4	21
54	4	5	5	3	3	20
55	4	4	4	4	3	19
56	5	3	3	4	5	20
57	4	5	4	5	4	22
58	4	5	4	5	3	21
59	3	2	4	5	5	19
60	3	4	3	4	3	17
61	4	5	4	3	5	21
62	4	4	4	5	4	21
63	3	4	2	3	5	17
64	3	4	3	5	4	19
65	4	5	3	5	5	22
66	3	4	5	4	3	19
67	4	5	4	3	4	20
68	5	4	2	3	3	17
69	3	5	4	5	3	20
70	4	4	4	4	4	20
71	4	4	4	4	4	20
72	4	4	4	4	4	20

73	4	4	5	4	4	21
74	4	5	4	5	3	21
75	2	2	2	4	2	12
76	3	4	5	4	3	19
77	3	2	4	3	4	16
78	4	4	4	4	4	20
79	5	5	5	5	5	25
80	3	3	3	3	5	17
81	5	5	3	5	4	22
82	4	4	4	5	4	21
83	5	4	3	5	4	21
84	5	4	4	3	5	21
85	5	3	3	4	5	20
86	5	4	4	5	3	21
87	4	5	5	3	5	22
88	5	4	5	5	5	24
89	5	3	5	4	5	22
90	5	4	5	3	5	22
91	4	4	3	5	4	20
92	5	3	5	4	5	22
93	4	5	3	5	5	22
94	5	4	5	3	5	22
95	4	5	3	5	5	22
96	4	5	5	5	5	24
97	5	3	5	4	5	22
98	5	4	5	3	2	19
99	5	4	3	5	4	21
100	5	3	5	2	5	20
101	3	5	4	5	5	22
102	4	4	3	5	4	20
103	4	3	4	4	3	18
104	2	5	4	3	4	18
105	4	4	4	4	3	19
106	4	4	4	5	5	22
107	3	3	3	3	4	16
108	5	4	4	4	5	22
109	5	5	5	5	5	25
110	3	3	3	3	5	17

111	5	5	5	5	5	25
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**APPENDIX F : MAIN – TEST : RESPONDENT ANSWER FOR
VARIABLE X2 (BRAND REPUTATION)**

NO	X2.1	X2.2	X2.3	X2.4	Total
1	5	5	5	5	20
2	5	5	5	5	20
3	5	4	3	5	17
4	5	4	5	4	18
5	5	2	3	5	15
6	5	3	5	3	16
7	4	5	3	4	16
8	5	4	5	3	17
9	4	2	5	3	14
10	4	5	3	5	17
11	5	3	5	2	15
12	4	4	4	4	16
13	3	5	3	4	15
14	3	4	5	4	16
15	3	3	3	5	14
16	3	3	3	5	14
17	3	3	3	5	14
18	5	5	5	5	20
19	3	3	3	4	13
20	3	3	3	5	14
21	4	4	4	2	14
22	3	3	3	4	13
23	4	4	4	2	14
24	3	5	3	4	15
25	2	3	5	4	14
26	4	4	3	5	16
27	2	2	2	5	11
28	4	5	5	3	17
29	4	4	4	4	16
30	5	3	3	4	15
31	4	4	4	5	17
32	4	4	4	5	17
33	3	2	4	5	14
34	3	4	3	4	14

35	5	4	4	5	18
36	4	3	5	4	16
37	4	4	4	5	17
38	5	4	5	4	18
39	5	2	3	5	15
40	5	3	5	3	16
41	4	5	3	4	16
42	5	4	5	3	17
43	4	2	5	3	14
44	4	5	3	5	17
45	5	3	5	2	15
46	4	4	4	4	16
47	3	5	3	4	15
48	3	4	5	4	16
49	5	2	3	5	15
50	3	4	5	3	15
51	4	5	3	4	16
52	5	4	4	3	16
53	4	3	5	4	16
54	5	4	5	3	17
55	2	4	3	4	13
56	3	3	4	4	14
57	3	3	3	3	12
58	3	3	2	2	10
59	4	3	3	2	12
60	3	5	5	5	18
61	3	3	3	3	12
62	3	3	3	4	13
63	4	4	4	3	15
64	3	3	3	3	12
65	4	4	4	5	17
66	5	5	5	5	20
67	4	4	4	4	16
68	4	4	5	4	17
69	4	4	4	4	16
70	3	3	4	4	14
71	4	4	4	4	16
72	4	3	4	4	15

73	4	4	5	5	18
74	3	3	3	3	12
75	5	5	5	4	19
76	4	4	3	3	14
77	3	3	3	4	13
78	3	3	3	3	12
79	2	2	2	2	8
80	3	3	5	5	16
81	3	3	4	5	15
82	4	5	5	5	19
83	4	4	4	5	17
84	4	4	4	4	16
85	3	3	3	3	12
86	3	2	4	5	14
87	4	4	4	4	16
88	5	5	5	5	20
89	2	3	3	4	12
90	5	5	5	3	18
91	3	4	5	5	17
92	3	3	3	4	13
93	5	5	5	5	20
94	3	2	3	4	12
95	4	4	4	4	16
96	5	5	5	5	20
97	4	4	4	4	16
98	4	4	4	4	16
99	3	3	4	4	14
100	5	5	5	5	20
101	3	3	3	3	12
102	3	3	3	3	12
103	4	4	4	4	16
104	3	3	3	3	12
105	4	4	4	4	16
106	5	5	5	5	20
107	4	3	5	5	17
108	4	4	3	4	15
109	3	3	3	3	12
110	4	4	4	4	16

111	3	3	3	3	12
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**APPENDIX G : MAIN – TEST: RESPONDENT ANSWER FOR
VARIABLE Y (CUSTOMER SATISFACTION)**

No	Y.1	Y.2	Y.3	Total
1	4	4	4	12
2	3	4	5	12
3	3	3	3	9
4	4	3	3	10
5	3	3	4	10
6	4	4	4	12
7	5	5	5	15
8	3	3	3	9
9	4	4	4	12
10	3	4	4	11
11	3	4	3	10
12	4	5	5	14
13	3	3	3	9
14	5	4	5	14
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18	3	3	3	9
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27	4	4	4	12
28	4	3	3	10
29	3	3	3	9
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36	5	4	2	11
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106	4	4	3	11
107	5	3	4	12
108	4	4	4	12
109	5	5	5	15
110	3	3	4	10

111	5	5	5	15
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APPENDIX H : SPSS OUTPUT

Pretest Result

Service Quality (X1)

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	Total
X1.1	Pearson Correlation	1	.808**	.727**	.826**	.741**	.944**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.808**	1	.672**	.715**	.779**	.898**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.727**	.672**	1	.497**	.512**	.788**
	Sig. (2-tailed)	<.001	<.001		.005	.004	<.001
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.826**	.715**	.497**	1	.742**	.876**
	Sig. (2-tailed)	<.001	<.001	.005		<.001	<.001
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.741**	.779**	.512**	.742**	1	.853**
	Sig. (2-tailed)	<.001	<.001	.004	<.001		<.001
	N	30	30	30	30	30	30
Total	Pearson Correlation	.944**	.898**	.788**	.876**	.853**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	
	N	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.912	5

Brand Reputation (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	Total
X2.1	Pearson Correlation	1	.834**	.707**	.496**	.913**
	Sig. (2-tailed)		<.001	<.001	.005	<.001
	N	30	30	30	30	30
X2.2	Pearson Correlation	.834**	1	.622**	.465**	.865**
	Sig. (2-tailed)	<.001		<.001	.010	<.001
	N	30	30	30	30	30
X2.3	Pearson Correlation	.707**	.622**	1	.444*	.841**
	Sig. (2-tailed)	<.001	<.001		.014	<.001
	N	30	30	30	30	30
X2.4	Pearson Correlation	.496**	.465**	.444*	1	.717**
	Sig. (2-tailed)	.005	.010	.014		<.001
	N	30	30	30	30	30
Total	Pearson Correlation	.913**	.865**	.841**	.717**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.851	4

Customer Satisfaction (Y)

Correlations

		Y.1	Y.2	Y.3	TOTAL
Y.1	Pearson Correlation	1	.645**	.691**	.838**
	Sig. (2-tailed)		<.001	<.001	<.001
	N	30	30	30	30
Y.2	Pearson Correlation	.645**	1	.879**	.939**
	Sig. (2-tailed)	<.001		<.001	<.001
	N	30	30	30	30
Y.3	Pearson Correlation	.691**	.879**	1	.947**
	Sig. (2-tailed)	<.001	<.001		<.001
	N	30	30	30	30
TOTAL	Pearson Correlation	.838**	.939**	.947**	1
	Sig. (2-tailed)	<.001	<.001	<.001	
	N	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.892	3

APPENDIX I : RESEARCH STATEMENT LETTER

W BALI
SEMINYAK

Jl. Petitenget, Kerobokan Kelod, Kec. Kuta Utara, Kabupaten Badung (80361), Bali.

SURAT PERNYATAAN PENELITIAN

Dengan ini menyatakan terkait dengan penelitian yang dilaksanakan di W Bali Seminyak untuk digunakan dalam pengerjaan tugas akhir di Universitas Pelita Harapan.

Yang bertanda tangan dibawah ini:

Nama : I Wayan Gede Jaya Nadi

Jabatan : Learning & Development And Industrial Relationship Manager

Dengan ini menyatakan bahwa, pihak bersangkutan tersebut dibawah ini:

Nama : Jessica Aeadia

NIM : 03013200005

Program Studi : Hospitality Management

Universitas : Universitas Pelita Harapan

Untuk memberikan izin penelitian tugas akhir tentang "THE INFLUENCE OF SERVICE QUALITY, AND HOTEL BRAND REPUTATION TOWARDS CUSTOMER SASTIFACTION AT W HOTEL BALI SEMINYAK".

Demikian surat pernyataan ini dibuat dengan benar dan dapat digunakan sebagaimana mestinya.

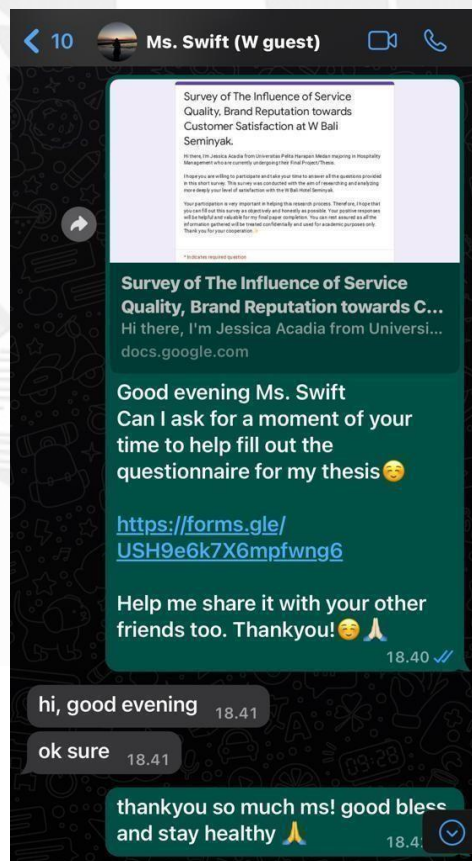
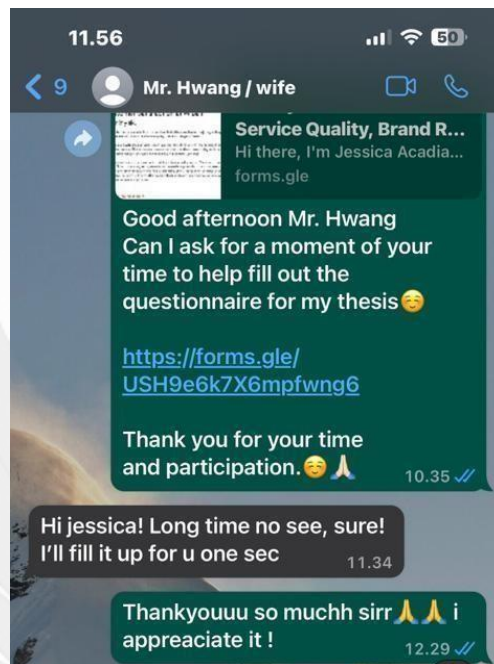
Seminyak, 06 November 2023




I Wayan Gede Jaya Nadi
Learning & Development
And Industrial Relationship Manager

W
BALI
SEMINYAK

APPENDIX J : PHOTO DOCUMENTATION



APPENDIX K: GUEST REVIEW AT W HOTEL BALI, ALILA SEMINYAKN AND POTATO HEAD

 **V Barnes** wrote a review Oct 2022
London, United Kingdom • 127 contributions • 111 helpful votes

●●●○○

Won't be back


I had high expectations staying at the W given the eye watering prices. We waited a long time to check in to find we were upgraded to a sea view room - that made things better. Only to find our friends who checked in 5 Minutes later got upgraded to their own Villa and pool. **It felt a little inconsistent in service.** We had to wait beyond check in time to 430pm before we even got into our room and shock the bags were not in the room. After a long day of travel it just felt a lot worse.

Decor feels outdated and not as luxurious as other W hotels previously visited. Breakfast service was very slow in the Starfish Bloo, ordered a coffee and never got it so left. Way prefer the service and breakfast in Fire.

Pool side service was good, food is nice. Great sunsets by the beach. **Overall I felt disappointed with the service and hotel given** it is supposed to be the best place to stay in Seminyak.

Read less ▲

Date of stay: August 2022

 **Yannis** wrote a review Nov 2022
Thessaloniki • 71 contributions • 50 helpful votes

●○○○○

The best thing about W is that it is next to Potato Head.

W was the 5th hotel we visited in Bali. Unfortunately, from the moment we arrived at the hotel **we didn't feel much welcome after a few jokes by the receptionist** that may have had the opposite intention but were expressed poorly.

I understand that the audience of the hotel is young people, but **I don't see why that should affect the quality of service and make one feel less welcome. The services continued to be average and not representative of a 5-star hotel during all of our stay,** from the bar (e.g. not allowing me to plug in my laptop myself) to the restaurants, giving a sense of kind but untrained personnel. For example when I gave my clothes for laundry I was being asked if there is a stain if I'd like them to proceed; and I didn't receive a clear answer when I asked if there is no stain now how can a stain appear afterwards. Furthermore, even if there is a separate menu for vegetarian/vegan options, they are nearly non-existent unless one is keen on having a burger or a bagel.

The room was clean and beautiful, but when we entered we found a cigarette bud at the balcony. **It was my first time visiting a W hotel, and the fact that the toilet is seperated from the room with a nearly transparent glass was extremely uncomfortable.** However, on the bright side, the view of the sunsets was breathtaking.

When I expressed my concerns to the manager, he was very kind to offer an upgrade, but the issue was not with the room (apart from the toilet), but the whole experience.

Thankfully, on the second day of our stay, we discovered the Potato Head resort right next door, which offered a fantastic quality of service from the beach club to unique dining experiences, and we ended up going there for all the following days.

Read less ▲

Date of stay: November 2022



prakashchoudhary wrote a review May 2023
 Udaipur, India • 3 contributions • 1 helpful vote



Bad experience for me as what I booked is not what I got

Booked Room with ocean view and on checkin they said You will get high floor room by tomorrow as of now rooms are not Available and that tomorrow never came I requested them three times for same in 5 nights stay but they didn't change, I will never recommend this hotel to anyone

Read less ▲

Date of stay: May 2023

Trip type: Traveled as a couple



Evan K wrote a review Sep 2018
 Royal Oak, Michigan • 20 contributions • 13 helpful votes



Honeymoon Dissapointment

We checked into W today on the last part of our honeymoon stay. It has been very disappointing and by far not in line with other Marriott branded hotels.

After checking in, we had lunch in Starfish Bloo. We ordered a seafood platter. Upon bringing the seafood platter to the table, we were instantly swarmed by flies and mosquitos. It was Very unappetizing! When I told the server, he said it is common because flies like seafood. Strange response. If your going to serve seafood in a open air setting, you might want to deter flies and mosquitos so they don't contaminate your food your serving. We complained and the meal was comped by the manager.


Within 2 hours of checking into our pool villa, we noticed hundreds of ants swarming our bathroom area. We understand it is a tropical destination and there may be a bugs here and there but this was unacceptable. We called management who then moved us to another villa. An upgraded villa would have been a nice gesture rather than a comparable villa swap.

The rooms are showing signs of wear and tear. The windows have marks on them as if they were wiped quickly but with no attention to detail. The furniture in the room has marks on them. Paint chipping etc.

We stayed at St Regis and Mandapa before ending our Bali honeymoon at the W. These hotels set such a high standard and unfortunately the W doesn't even come close.

I cannot recommend this hotel and wouldn't stay here again. Disappointing end to our otherwise excellent stay in Bali. As someone who relies on other Trip Advisor reviews, I wanted to share. Maybe the General Manager can reach out to redeem themselves but so far off to a rough start.

Read less ▲

 **sisoyusun** wrote a review Jul 2018
 Bali, Indonesia • 1 contribution • 2 helpful votes


●○○○○

Bad experienced ever

I been W bali couple hours ago. And i such as hotel with 2 stars. Not 5 stars hotel. Alright, i can say that ur hotel is quiet busy. But, please maintaine ur staff to take care more about whoever come. I came and sit in the Woobar. I saw a lot of staff there. But, nobody give me a menu, nobody asking for help. I already look around like asking for help. But hell, 40 minutes stay there for nothing. Straightaway i walk out from there. Seriously, u're not 5 stars grade. Bad services ever. Please take care more ur guest. I'm so disappointed with this situation. I saw in trip advisor u're the best. But poor u are. U are The bad ever hotel. Low grade ever!!

[Read less](#) ▲

ALILA:

 **Andy** wrote a review Sep 2023
 1 contribution

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The worst experience

I had the most horrible stay at the Alila. So horrible that I didn't even last the first night. I checked out within the first night and had to find alternate accomodation. I paid \$450 aus per night not including breakfast but it was a 1 star experience. Such a scam.

Staff were very rude and didn't acknowledge any arrival. The room was tiny, old and dirty. The room was so far from the main are that I felt not included. You had to either walk through the hotel or take a golf buggy it was that far. There was no staff to be seen at all. The air conditioning unit was broken and was making horrible sounds and we couldn't sleep so we had to get the staff to try and help us at 11pm at night. There was also a leak in the shower that was rattling and staff was also truth to fix. Could barely get a seat at the pool. Food was overpriced. Drinks were overpriced and tasted like sugar water. The Alila was the worst experience. I will never recommend this hotel to anyone and I obviously won't be coming back. Such a shame. This review will be written on many different sites so others don't waste their time and money. Scam hotel. Please be careful



[Read less](#) ▲

Date of stay: July 2023

Trip type: Traveled as a couple



●○○○○ Value ●●●●○ Location
 ●○○○○ Service

POTATO HEAD:

 ●○○○○ Reviewed January 17, 2023  via mobile

Don't bother

Drink service is shocking, I waited at least 20 min from ordering to receiving 1 bin tang not just once but 4 times. Plenty of staff but I had to chase up every drink. Used to be cool but now it's a dive.

 13  38 [Show less](#)

Date of visit: January 2023