

Table 3. Sample Destination Comments Related to Infrastructure

- **Food & Restaurants** - the perceptions of both the food and the service provided by restaurants.
Best features: comments about the quality of the food, the nature of the service, & restaurant cleanliness.
"Great Aussie beer and beef steaks ... most hospitable service we've encountered."
Worst features: comments about the price of food, the service, & lack of fresh food.
"Sat for nearly 1/4 of an hour in a Cottesloe [Perth] cafe (not at all busy) without even receiving a menu. We left, as did another group ... poor service and price of food on Rottnest Island" [Perth].
- **Accommodation** - the perceptions of local accommodation services, including hotels, caravan parks etc.
Best features: comments about the hospitality offered, camping facilities, rooms & their setting.
"Enjoyed the friendliness of the hotel/motel staffs ... our caravan park had good facilities, was well-kept, and had a great location close to the beach."
Worst features: comments about the lack of alternatives, cleanliness, lack of service, high price & low value.
"Roadhouses for caravans were expensive, had filthy barbecue areas and toilets ... motel service at Coolgardie. We'll never stay there again. Reception was rude and the room dirty (bed linen)" [Heartlands].
- **Transportation** - the perceptions of public transport facilities and services.
Best features: comments about accessibility, road signage, railways, lack of congestion.
"Fantastic rail service and connecting buses ... bus drivers were very friendly" [Perth]
Worst features: comments on the price of gas, poor roadside facilities, poorly maintained roads/potholes.
"Poor service at Bayswater car hire" [Perth] ... "the signposts for the way were too small and in the wrong places ... corrugated gravel roads to tourist attractions and in some national parks ... petrol prices were too high" [Pilbara].
- **Shopping** - the perceptions of local shopping facilities including service, merchandise, opening hours etc.
Best features: comments about the quality of local produce/wines & helpful staff.
"The shopping malls and connecting walkways to the station are brilliant."
Worst features: comments about limited hours of operation, expense.
"Shops closed on Sundays ... no small shops near my hotel in Perth, lack of access to super markets" [Perth] ... "lack of souvenirs at Derby and Fitzroy Crossing" [Kimberley].
- **Recreation** - the perceptions of recreation services and activities.
Best features: comments about tour operator services, access to out-of-doors, fishing/surfing.
"The Gieke Gorge [Kimberley] river cruise from Fitzroy Crossing was wonderful ... outdoor sports were great ... tours were excellent ... surfing/fishing was great" [Gascoyne Outback Coast]
Worst features: comments about high fees, hours of operation and safety.
"High entry fees for parks & attractions ... need more sporting events ...shark sighting while snorkelling ... poor service in the national parks."
- **Tourist Information** - the perceptions of information available to tourists, including accessibility, accuracy etc.
Best features: comments about helpful advice offered, amount of information available.
"Excellent, numerous tourist centres... great guide books and tourist literature."
Worst features: comments about poor service, maps and directions.
"Middled-aged ladies in tourist bureau more focused on earning a commission than promoting the state ... tourist centres don't have enough information about places ... travel brochures led us to expect too much" [Perth].

Note: WA tourism regions (see Figure 1) are noted in brackets when place locations were mentioned.