



Respondent details:

Fully completed? Yes

Date completed/last update: 06:40 28th Jul 2014

RID 1057

Why did you stay with us?

| Answers: | Responses: |
|------------------------------|-------------------------------------|
| Leisure | |
| Business/Meeting | |
| Wedding or Civil Partnership | |
| Spa Break | |
| Private Celebration | <input checked="" type="checkbox"/> |
| Other | |

How did you hear about us?

| Answers: | Responses: |
|---|-------------------------------------|
| Stayed previously | |
| Recommendation/Word of mouth | |
| Careys Manor Hotel & SenSpa emails | |
| Advertisement | |
| www.careysmanor.com | |
| www.senspa.co.uk | |
| Internet searches (e.g. Google, Yahoo, etc.) | |
| Magazine/newspaper article | |
| Organisation booked | |
| Social Media (e.g. Facebook, Twitter, etc) | |
| Trip Advisor | <input checked="" type="checkbox"/> |
| 3rd Party Booking Engine (e.g booking.com, trivago) | |
| Other | |

How did you make your reservation?

| Answers: | Responses: |
|---------------------|-------------------------------------|
| Called direct | <input checked="" type="checkbox"/> |
| Emailed direct | |
| www.careysmanor.com | |

| | |
|--|--|
| www.senspa.co.uk | |
| Other websites (e.g. booking.com, etc) | |
| Other | |

Did you know that by booking directly via www.careysmanor.com or by phone, you get the best available rates and packages?

| Answers: | Responses: |
|----------|------------|
| Yes | |
| No | |

How would you rate...

| | Excellent | Good | Fair | Poor | Very Poor |
|---|-----------|------|------|------|-----------|
| your overall experience at Careys Manor Hotel & SenSpa? | | ✓ | | | |

How likely are you to...

| | Definitely Yes | Yes | Maybe | No | Definitely Not |
|--|----------------|-----|-------|----|----------------|
| stay at Careys Manor Hotel & SenSpa in the future? | | | ✓ | | |
| recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues? | | | ✓ | | |

How would you summarise your experience at Careys Manor Hotel & SenSpa?

| Answer: |
|---|
| The reception staff were extremely friendly and our room was spotless. Spa treatments and spa area high standard. However, one of the members of bar staff was rude and left me feeling upset. The other problem was very noisy guests. At around midnight we were woken by some very loud and drunk guests in the garden below our room (96). When we commented about this at reception we were told that our room was a long way from the wedding reception and so shouldn't have been disturbed! |

When you arrived

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|----------------|-------|----------------------------|----------|-------------------|
| The staff were friendly, welcoming and professional | | ✓ | | | |
| The ambience, design and interior decoration appealed to me | | | ✓ | | |
| The atmosphere was warm and friendly | | | ✓ | | |

Do you have any other comments regarding your arrival and/or any pre arrival contact?

| Answer: |
|------------------------------|
| Very helpful and informative |

In regards to your bedroom/suite

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|----------------|-------|----------------------------|----------|-------------------|
| The room was comfortable and well appointed | | ✓ | | | |
| There was a good selection of products in my bathroom | | ✓ | | | |
| The room was cleaned to a high standard | ✓ | | | | |

Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

| |
|---|
| Answer: |
| Really comfortable and spotlessly clean. Room96 |

Did you dine with us?

| Answers: | Responses: |
|----------|------------|
| Yes | ✓ |
| No | |

Did you use the SenSpa?

| Answers: | Responses: |
|----------|------------|
| Yes | ✓ |
| No | |

Was there a reason why you chose not to dine with us?

| |
|---------------------|
| Answer: |
| Answer not supplied |

Was there a reason why you did not use the SenSpa?

| |
|---------------------|
| Answer: |
| Answer not supplied |

Where did you dine?

| Answers: | Responses: |
|----------------------|------------|
| The Manor Restaurant | |
| The Zen Garden | |
| Le Blaireau | |
| Private Dining | |
| Function Room | |

In regards to your dining experience...

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|----------------|-------|----------------------------|----------|-------------------|
| The food was excellent | ✓ | | | | |
| The service was friendly & professional | | ✓ | | | |
| The overall dining experience was exceptional | | | ✓ | | |

Do you have any other comments regarding your dining experience(s) with us?

Answer:

Very professional waiting staff. Food in manor was very expensive.

Why did you visit the SenSpa?

| Answers: | Responses: |
|---|------------|
| Leisure facilities (pool, sauna & steam room) | ✓ |
| Hydrotherapy facilities | ✓ |
| Treatment | ✓ |
| Spa day | |
| Day package | |

In regards to the SenSpa

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------------------------|----------|-------------------|-----|
| The staff were friendly and professional | | ✓ | | | | |
| The facilities were of a high standard | | ✓ | | | | |
| The quality of the treatments were of a high standard | ✓ | | | | | |
| The overall spa experience was exceptional | | ✓ | | | | |

Do you have any other comments regarding the SenSpa?

Answer:

Answer not supplied

For business

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|----------------|-------|----------------------------|----------|-------------------|
| There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.) | | | | | |
| We were able to access the internet easily | | | | | |
| Refreshments were delivered as requested | | | | | |
| Our business meeting requirements were met | | | | | |

Do you have any other comments regarding Careys Manor Hotel & SenSpa as a business venue?

| |
|---------------------|
| Answer: |
| Answer not supplied |

The members of the team

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|--|----------------|-------|----------------------------|----------|-------------------|
| Were polite and courteous at all times | | | | ✓ | |
| Were attentive to my needs | | | ✓ | | |
| Made me feel well looked after | | | ✓ | | |

Was there any particular member of the team you would like to acknowledge and why?

| |
|--|
| Answer: |
| Waiting staff all exceptionally friendly and reception. Shame about the one member of bar staff. |

When you were leaving

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|--------------------------------|----------------|-------|----------------------------|----------|-------------------|
| You were sad to leave | | ✓ | | | |
| The final account was accurate | | | ✓ | | |

How did your experience with us meet with your expectations?

| Answers: | Responses: |
|------------|------------|
| Exceeded | |
| Met | ✓ |
| Fell Below | |

Was there anything else that we could have done to enhance your overall experience?

| |
|---|
| Answer: |
| Air conditioning in our room. Friendlier bar staff. |


Do you have any further comments?

| |
|---------------------|
| Answer: |
| Answer not supplied |

What is your gender?

| Answers: | Responses: |
|----------|------------|
| Male | |
| Female | ✓ |

Which of the following ranges includes your age?

| Answers: | Responses: |
|----------|---|
| Under 18 | |
| 18-24 | |
| 25-34 | |
| 35-44 | |
| 45-54 |  |
| 55-64 | |
| 65+ | |


Would you like to receive any further information from Careys Manor Hotel & SenSpa regarding?

| Answers: | Responses: |
|--------------------------|------------|
| News & Events | |
| Le Blaireau Bar & Bistro | |
| Leisure Breaks | |
| Spa Break | |
| Spa Day | |
| Weddings | |
| Conferences | |
| Christmas | |

Please complete the following (optional):

| Answer: |
|-------------------|
| Elizabeth nutland |

If you do not want us to publish your review online...

| Answers: | Responses: |
|---------------------------|---|
| ... please select the box |  |