



#### Respondent details:

Fully completed? Yes

Date completed/last update: 12:11 27th Dec 2013

RID 821

#### Why did you stay with us?

Answers:	Responses:
Business	
Leisure	
Meetings	

#### How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
The Capital emails	
Advertisement	
www.capitalhotel.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	✓
Magazine article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	

#### How did you make your reservation?

Answers:	Responses:
Called direct	✓
Emailed direct	
www.capitalhotel.co.uk	
Other websites (e.g bookings.com)	
Other	

#### How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Capital?		✓			

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at The Capital in the future?			✓		
recommend The Capital to your friends and/or colleagues?		✓			

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The reception staff were friendly, professional and made my arrival easy		✓				
The ambience, design and interior decoration appealed to me		✓				
I felt very welcome		✓				

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

Answer:
Pleased.

In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
The selection of products provided in my bathroom were of excellent quality		✓				
I was able to work comfortably in the room			✓			
I was able to access the Internet easily		✓				

Do you have any other comments regarding your bedroom?

Answer:
A little too compact. There was not enough room in the bathroom for my cosmetics.

Did you have a drink at the bar or dine with us?

Answers:	Responses:
Yes	✓
No	

Did you have breakfast with us?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

Where did you dine?

Answers:	Responses:
Outlaw's at The Capital	<input checked="" type="checkbox"/>
The Metro	<input type="checkbox"/>
The Capital Bar	<input checked="" type="checkbox"/>
Private Dining	<input checked="" type="checkbox"/>

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	N/A
The bar staff service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall dining experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments regarding your bar or dining experience at The Capital?

Answer:
Afternoon tea, bread used to make sandwiches was stale. Vegetarian fillings were poor and uninspiring.

For meetings

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The size and layout of the room worked well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was appropriate support material in the room (e.g. flip charts, pens, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AV system met our requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We were able to access the internet easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refreshments were delivered as requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our meeting or event requirements were met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments regarding The Capital as a venue for meetings?

Answer:
Answer not supplied

### The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Were polite and courteous at all times		✓				
Were attentive to my needs		✓				
Made me feel welcome		✓				

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

Answer:

Answer not supplied

### When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Departure was easy and straight forward		✓				
The final account was easy to understand			✓			
Any errors were quickly resolved				✓		

### 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:

Dining tables in the restaurant were set too close so there was little privacy, I felt a little uncomfortable sitting so near to the neighbouring table.

### Do you have any further comments?


Answer:

Could be better.

### 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+	

\*Please complete the following (just in case we need to make contact):\*

Answer:
Reena Haria

Would you like to receive any further information from The Capital regarding?

Answers:	Responses:
Accommodation	
Special Offers	
Restaurants & Bar	
Meetings & Private Dining	
Events & Master Classes	
The Levin Hotel	
Serviced Apartments	
Christmas	

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

Answers:	Responses:
... please select the box	