



Report Summary - 1st January 2015 - 31st March 2015

Survey: The Feathers Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 1188

Created Time/Date: 07:18 15th Nov 2013

Filtered Responses: 1

Modified Time/Date: 10:09 16th Dec 2014

Responses Excluded: 1187

Question 1: Why did you stay with us?

Answers: Responses:

Leisure 1 / 100%

Business/Meeting 0 / 0%

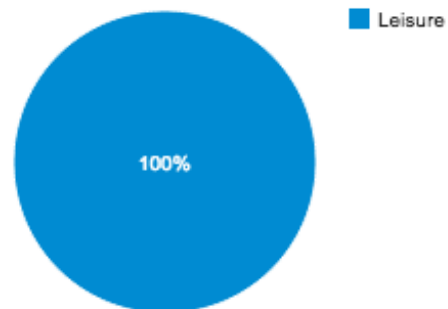
Wedding or Civil Partnership 0 / 0%

Private Celebration 0 / 0%

Other 0 / 0%

TOTAL CLICKS 1

TOTAL RESPONSES 1



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously 1 / 100%

Recommendation/Word of mouth 0 / 0%

The Feathers emails 0 / 0%

Advertisement 0 / 0%

www.feathers.co.uk 0 / 0%

Internet searches (e.g. Google, Yahoo, etc.) 0 / 0%

Magazine/newspaper article 0 / 0%

Organisation booked 0 / 0%

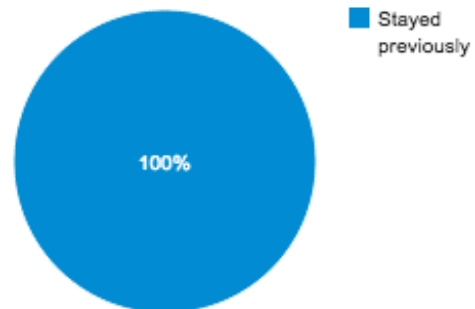
Social Media (e.g. Facebook, Twitter, etc) 0 / 0%

Trip Advisor 0 / 0%

Other 0 / 0%

TOTAL CLICKS 1

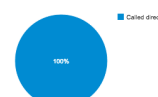
TOTAL RESPONSES 1



Question 3: How did you make your reservation?

Answers: Responses:

Called direct 1 / 100%



Emailed direct	0 / 0%
www.feathers.co.uk	0 / 0%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	1
TOTAL RESPONSES	1

Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at The Feathers?	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at The Feathers in the future?	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
recommend The Feathers to your friends and/or colleagues?	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 6: How would you summarise your experience at The Feathers?

Result Set: Response ID: Answers:

1 1194 Traditional, a firm favourite, good food, lovely service and comfortable.

TOTAL RESPONSES

1

Question 7: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The ambience, design and interior decoration appealed to me	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0
The atmosphere was warm and friendly	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 8: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1 1194 Please never take away the direct contact when making the reservation.

TOTAL RESPONSES

1

Question 9: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0
There was a good selection of products in my bathroom	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0
The room was cleaned to a high standard	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 10: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

Result Set: Response ID: Answers:

1 1194 We stayed in the same room as our previous stay, which was both a pleasant surprise and a bit of a shame as it would have been fun to stay in a different room.

TOTAL RESPONSES

1

Question 11: Did you dine with us?

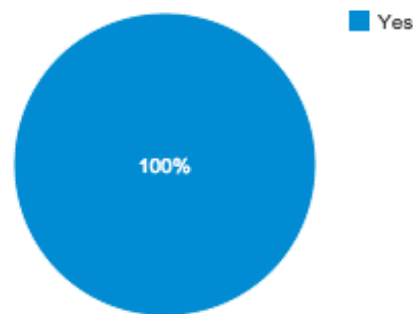
Answers: Responses:

Yes 1 / 100%

No 0 / 0%

TOTAL CLICKS 1

TOTAL RESPONSES 1



Question 12: Did you have breakfast with us?

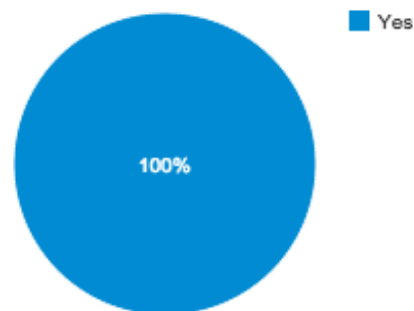
Answers: Responses:

Yes 1 / 100%

No 0 / 0%

TOTAL CLICKS 1

TOTAL RESPONSES 1



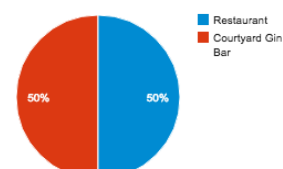
Question 13: Where did you dine?

Answers: Responses:

Restaurant 1 / 50%

Courtyard Gin Bar 1 / 50%

Private Dining 0 / 0%



TOTAL CLICKS	2
TOTAL RESPONSES	2

Question 14: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The service was friendly & professional	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The overall dining experience was exceptional	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The breakfast was very good	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 15: Do you have any other comments regarding your dining experience?

Result Set: Response ID: Answers:

1 1194 We love the food here.

TOTAL RESPONSES

1

Question 16: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 17: Do you have any other comments regarding The Feathers as a business venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 18: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Were attentive to my needs	0 / 0%	0 / 0%	0 / 0%	1 / 100%	0 / 0%	1	0
Made me feel well looked after	0 / 0%	0 / 0%	0 / 0%	1 / 100%	0 / 0%	1	0

Question 19: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1 1194 Everyone was excellent.

TOTAL RESPONSES

1

Question 20: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The receptionist was helpful with your checkout	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
The final account was accurate	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 21: How did your experience with us meet with your expectations?

Answers:

Responses:

Exceeded

0 / 0%

Met

1 / 100%

Could have done better

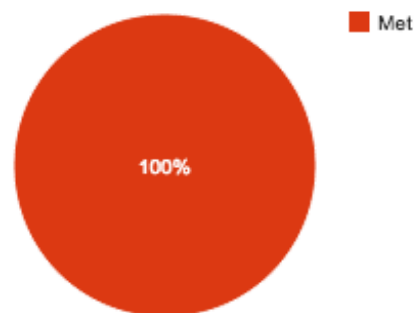
0 / 0%

TOTAL CLICKS

1

TOTAL RESPONSES

1

**Question 22:** Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 1194 My only criticism would be the bar, it was often unattended and I love just to sit in the comfortable chairs and for the bar man to come to the table and come and get the drinks order and if he did we would have had more, but up and down to an unattended bar isn't very relaxing.

TOTAL RESPONSES

1

Question 23: Do you have any further comments?

Result Set: Response ID: Answers:

1 1194 Thank you for a great stay.

TOTAL RESPONSES

1

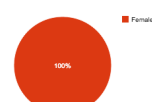
Question 24: What is your gender?

Answers:

Responses:

Male

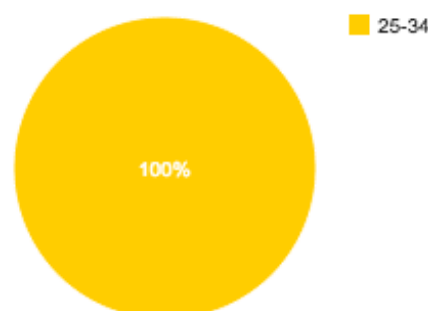
0 / 0%



Female	1 / 100%
TOTAL CLICKS	1
TOTAL RESPONSES	1

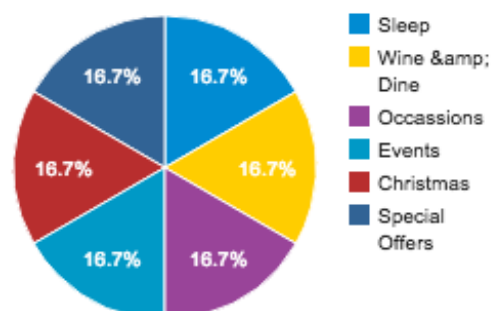
Question 25: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	1 / 100%
35-44	0 / 0%
45-54	0 / 0%
55-64	0 / 0%
65+	0 / 0%
TOTAL CLICKS	1
TOTAL RESPONSES	1



Question 26: Would you like to receive any further information from The Feathers regarding?

Answers:	Responses:
Sleep	1 / 16.7%
Meetings & Business	0 / 0%
Wine & Dine	1 / 16.7%
Weddings	0 / 0%
Occassions	1 / 16.7%
Events	1 / 16.7%
Christmas	1 / 16.7%
Special Offers	1 / 16.7%
TOTAL CLICKS	6
TOTAL RESPONSES	6



Question 27: Please complete the following (optional):

Result Set:	Response ID:	Guest name::	Room number::	Arrival date::	Departure date::	Mobile No::	Email address::	Email address (repeat)::
1	1194	Mrs Clare Bond				01823336115	Clare.l.p.bond@hotmail.co.uk	Clare.l.p.bond@hotmail.co.uk

Question 28: If you do not want us to publish your review online...

Answers:	Responses:
... please select the box	0 / 0%
TOTAL CLICKS	0
TOTAL RESPONSES	0

