



#### Respondent details:

Fully completed? Yes

Date completed/last update: 05:10 4th Aug 2014

RID 2182

#### What was the reason for your stay?


Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Meeting or Event	<input type="checkbox"/>
Weddings or Civil Partnership	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you hear about us?

Answers:	Responses:
Visited previously	<input checked="" type="checkbox"/>
Recommendation/Word of mouth	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input type="checkbox"/>
Sopwell House emails	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Corporate booking	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Sopwell House Sales Team	<input type="checkbox"/>
Other website (e.g. Booking.com)	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you make your reservation?



Answers:	Responses:
Phoned direct	<input checked="" type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input type="checkbox"/>
Other website (e.g. Expedia)	<input type="checkbox"/>
Agent	<input type="checkbox"/>

Corporate booking	
Other	

#### How would you rate

	Excellent	Good	Fair	Poor	Very Poor
Your overall experience at Sopwell House?					




#### How likely are you to

	Definitely Yes	Yes	Maybe	No	Definitely Not	N/A
Stay at Sopwell House in the future?						
Recommend Sopwell House to your friends, family and/or colleagues?						

#### How would you summarise your experience at Sopwell House?

Answer:
i always enjoy staying at the Sopwell House, its the perfect location for business and pleasure. if i booked again? i would have to ask if any weddings were on, the noise was slightly louder than expected but it stopped at 12, which is acceptable. The breakfast is great, lunch is good (sometimes you wait longer than expected) dinner is brilliant. the bar is great. The spa facilities are brilliant. I cant give enough praise for the staff too.




#### When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was plenty of parking spaces and clear directional signage					
The welcome that you received was warm and friendly					
Your check-in was efficient and smooth					

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

Answer:
parking was limited because of two weddings and some people decided to park sideways. but i always found a space.


#### In regards to your bedroom, suite or apartment

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was exceptionally clean					
The bed was extremely comfortable					
The room was well equipped					


Do you have any other comments regarding your bedroom, suite or apartment? Please begin your comments with the room/suite/apartment number.

Answer:
ROOM 262 was ideal but didnt look like any of the images on your website. Looked bare on the walls but it had everything i wanted. having sky is great too.


Did you order room service?

Answers:	Responses:
Yes	
No	


Did you have breakfast at Sopwell House?

Answers:	Responses:
Yes	
No	

Did you dine with us?

Answers:	Responses:
Yes	
No	

Did you use the leisure facilities?

Answers:	Responses:
Yes	
No	

Room Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice					
The prices represented good value for money					
The service was efficient and delivered with a smile					
The quality of food was very good					

Do you have any other comments regarding room service at Sopwell House?

Answer:
Answer not supplied

The breakfast experience

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice		✓			
The prices represented good value for money		✓			
The service was efficient and delivered with a smile		✓			
The quality of food was very good		✓			

Do you have any other comments regarding breakfast at Sopwell House?

Answer:
perfect. maybe you could bring hash browns to the buffet? :D

Where did you dine?

Answers:	Responses:
The Restaurant	
The Brasserie	
The Cocktail Lounge	
The Conservatory	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
The quality of service		✓			
The quality of the food		✓			
The presentation of the food		✓			
The atmosphere of your dining experience		✓			
Value for money		✓			
Your overall dining experience		✓			

Do you have any other comments regarding your dining experience at Sopwell House?

Answer:
the brassiere was ideal for a chilled sunday evening meal. The starters were too big, kinda makes you too full for your main. but the food is brilliant.

For meetings or events

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The size and layout of the room worked well					
the AV system was easy to use/control					
We were able to access the internet easily					
refreshments were delivered as requested and on time					
All our meeting/event requirements were met					

Do you have any other comments regarding Sopwell House as a venue for meetings or events?

Answer:
Answer not supplied

#### The leisure facilities

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
The welcome that you received was warm and friendly		✓				
There was a good selection of spa treatments		✓				
The treatment was enjoyable and effective		✓				
The treatment prices offered good value for money		✓				
The gym had good level of equipment		✓				
The swimming pool was clean and well maintained		✓				


Do you have any other comments regarding the leisure facilities at Sopwell House?

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 and went the extra mile in providing assistance		✓			
Were knowledgeable about the hotel		✓			
Were knowledgeable about the local area		✓			

Did you experience any service issues?

Answers:	Responses:
Yes	
No	




If yes, can you please let us know what they were?

Answer:
Answer not supplied


Were there any members of staff that you would like to acknowledge and if so why?

Answer:
Jenny from reservations made my booking with ease.

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward					
The final account was easy to understand and accurate					
You were offered help with your bags and transport arrangements					

How did your experience with us compare with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	


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

Answer:
Gin and Tonic (£6.60) i dont know if thats expensive because the hotel is situated down south or me being from the north.

Do you have any further comments?


Answer:
Answer not supplied

What is your gender?

Answers:	Responses:
Male	
Female	

Please select your age range



Answers:	Responses:
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Under 18	
18-24	
25-34	
35-44	
45-59	
60+	

Please complete the following (if you would also like to receive a response if appropriate):

Answer:
Mr

Would you like to receive any information and offers via email regarding?

Answers:	Responses:
General	
Spa & Country Club	
Meetings & Events	
Leisure Breaks	
Golf	
Dining	
Weddings	
Christmas	
Special occasions e.g Mother's Day, Valentine's Day etc	

If you do not want us to publish your review online

Answers:	Responses:
Please select the box	