



Respondent details:

Fully completed? Yes

Date completed/last update: 14:10 1st Mar 2014

RID 1487

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 type="checkbox"/>
Recommendation/Word of mouth	<input checked="" 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 type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input type="checkbox"/>
Other website (e.g. Expedia)	<input checked="" type="checkbox"/>
Other Response	<input type="checkbox"/>

Agent	
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:
Very enjoyable, comfortable stay. Great food.

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:
Answer not supplied

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:

Was a little awkward to use the kettle - had to unplug the TV to do it.
The room itself was lovely, with a pretty view which was appreciated.


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:
Answer not supplied

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:
Answer not supplied

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:

My partner and I had booked our stay at Sopwell House as a 'Spa Break' through lastminute.com. The treatments and treatment staff were lovely, although it felt a little strange to be led through the hotel wearing our robes to the treatment rooms.

The biggest disappointment for us was after the treatments, feeling relaxed, entering the pool and finding several children in there making noise. They weren't doing anything wrong, but this totally disturbed the whole 'spa' experience, as the pool area did not feel relaxed. It didn't really feel like a spa at all - more like a leisure centre. I recently visited Wyboston Lakes spa with friends and have to say that I would favour the spa there over Sopwell House, as the Wyboston Lakes spa had a wonderful quiet, relaxed atmosphere which unfortunately Sopwell House did not. We found out later that children can use the pool at certain times - perhaps we should have looked into this before booking, but we didn't expect it, knowing that Sopwell House spa was quite a 'luxury' place.

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:
Answer not supplied

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:
Answer not supplied


Do you have any further comments?

Answer:
The hotel stay was brilliant, and all the hotel staff were polite and helpful. The only slight disappointment for us was the spa.

What is your gender?

Answers:	Responses:
Male	
Female	


Please select your age range

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

Please complete the following:

Answer:
Miss

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	