



Respondent details:

Fully completed? Yes

Date completed/last update: 11:51 9th Jun 2014

RID 1956

What was the reason for your stay?

Answers:	Responses:
Leisure	
Meeting or Event	
Weddings or Civil Partnership	✓
Private Celebration	
Other	

How did you hear about us?

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

How did you make your reservation?

Answers:	Responses:
Phoned direct	✓
Emailed direct	✓
www.sopwellhouse.co.uk	✓
Other website (e.g. Expedia)	

Agent	
Corporate booking	
Other	✓
Other Response	Attended in person after all else failed

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:
The worst hotel experience I have ever encountered.

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:
Incompetent staff in booking and events make staying at your hotel a test of commitment

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:
Answer not supplied

Did you order room service?

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

Did you have breakfast at Sopwell House?

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

Did you dine with us?

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

Did you use the leisure facilities?

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

Room Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The prices represented good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was efficient and delivered with a smile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The quality of food was very good	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:
Over a three day stay a drink was never delivered within twenty minutes of ordering it. Food service was slow. Staff were rude and unprofessional

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	<input checked="" type="checkbox"/>
No	

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

Answer:
I have let you know, and you don't care what service you provide.

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		<input checked="" type="checkbox"/>			
The final account was easy to understand and accurate		<input checked="" type="checkbox"/>			
You were offered help with your bags and transport arrangements					<input checked="" type="checkbox"/>

How did your experience with us compare with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	<input checked="" type="checkbox"/>

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:
Horrendous service acknowledged and supported by the management team as well as the hotel owner. Rude, inefficient and poorly trained staff ruin what could be a perfectly pleasant experience.
Complaining is pointless, they are fully aware of their failure and are content to deliver shocking customer service experience with no remorse or reparation.

What is your gender?

Answers:	Responses:
Male	<input checked="" type="checkbox"/>
Female	

Please select your age range

Answers:	Responses:
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:
Answer not supplied

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	