



Respondent details:

Fully completed? Yes

Date completed/last update: 09:50 28th Jul 2014

RID 1058

Why did you stay with us?

Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Business/Meeting	<input type="checkbox"/>
Wedding or Civil Partnership	<input type="checkbox"/>
Spa Break	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Recommendation/Word of mouth	<input type="checkbox"/>
Careys Manor Hotel & SenSpa emails	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.careysmanor.com	<input type="checkbox"/>
www.senspa.co.uk	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Trip Advisor	<input checked="" type="checkbox"/>
3rd Party Booking Engine (e.g booking.com, trivago)	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you make your reservation?

Answers:	Responses:
Called direct	<input type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.careysmanor.com	<input checked="" type="checkbox"/>

www.senspa.co.uk	
Other websites (e.g. booking.com, etc)	
Other	

Did you know that by booking directly via www.careysmanor.com or by phone, you get the best available rates and packages?

Answers:	Responses:
Yes	
No	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Careys Manor Hotel & SenSpa?			✓		

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Careys Manor Hotel & SenSpa in the future?				✓	
recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues?			✓		

How would you summarise your experience at Careys Manor Hotel & SenSpa?

Answer:
Hotel is slightly tired and we were very disappointed with the bar and in particular the bar staff. In a four star hotel you expect table service and some sort of complementary nibbles. We stayed in The Montagu Arms Hotel on the Saturday evening and the difference in hotel appearance, staff and general service was far superior.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly, welcoming and professional		✓			
The ambience, design and interior decoration appealed to me				✓	
The atmosphere was warm and friendly		✓			

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

Answer:
Answer not supplied

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed				✓	
There was a good selection of products in my bathroom			✓		
The room was cleaned to a high standard			✓		

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

Answer:
Very tired and not fitted to the standard of most 4 star establishments

Did you dine with us?

Answers:	Responses:
Yes	
No	✓

Did you use the SenSpa?

Answers:	Responses:
Yes	✓
No	

Was there a reason why you chose not to dine with us?

Answer:
We had a reservation at the Pig

Was there a reason why you did not use the SenSpa?

Answer:
Answer not supplied

Where did you dine?

Answers:	Responses:
The Manor Restaurant	
The Zen Garden	
Le Blaireau	
Private Dining	
Function Room	


In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The food was excellent					
The service was friendly & professional					
The overall dining experience was exceptional					





Do you have any other comments regarding your dining experience(s) with us?

Answer:
Answer not supplied

Why did you visit the SenSpa?

Answers:	Responses:
Leisure facilities (pool, sauna & steam room)	
Hydrotherapy facilities	
Treatment	
Spa day	
Day package	

In regards to the SenSpa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were friendly and professional						
The facilities were of a high standard						
The quality of the treatments were of a high standard						
The overall spa experience was exceptional						

Do you have any other comments regarding the SenSpa?

Answer:
Answer not supplied

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)					
We were able to access the internet easily					
Refreshments were delivered as requested					
Our business meeting requirements were met					

Do you have any other comments regarding Careys Manor Hotel & SenSpa as a business venue?

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				✓	
Made me feel well looked after				✓	

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

Answer:
The bar staff were very poor, however the reception staff were friendly and helpful.

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave				✓	
The final account was accurate		✓			

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:
The whole hotel needs to be refurbished and the standard of fixtures and fittings in the rooms improved to give you a more luxurious experience.


Do you have any further comments?

Answer:
Answer not supplied

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+	

Would you like to receive any further information from Careys Manor Hotel & SenSpa regarding?

Answers:	Responses:
News & Events	
Le Blaireau Bar & Bistro	
Leisure Breaks	
Spa Break	
Spa Day	
Weddings	
Conferences	
Christmas	

Please complete the following (optional):

Answer:
Purdy

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

Answers:	Responses:
... please select the box	