



Respondent details:

Fully completed? Yes

Date completed/last update: 11:23 25th Jul 2014

RID 1033

Why did you stay with us?

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

How did you hear about us?

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

How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	
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:
Answer not supplied

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:
Stefanie was extremely helpful on the phone regarding changing my booking and making sure I got the best deal possible

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:
Answer not supplied

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:
Answer not supplied

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:

Best bacon I've had in ages, and marmite on offer is always welcome!

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:

I had 3 treatments over the 3 days. The first massage upon arrival was wonderful but the facial wasn't as good as I usually expect. My skin felt very tight & dry after the treatment. My 3rd treatment (anti-stress massage) was the most uncomfortable one I've ever experienced. Whilst I agreed to the pressure that was being used, I found the technique unprofessional & felt more stressed after it. I stated I'd like more work on my neck & shoulders but more attention was paid to my lower back & arms. I was expecting to feel sleepy & relaxed afterwards (was looking frwr to a relaxing sleep) but I felt more uptight than anything else. In hindsight, I should have complained at the time but I just wanted it to finish so I could leave, unfortunately.

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:

Answer not supplied

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:

Answer not supplied


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:
Helen Moran

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

Answers:	Responses:
... please select the box	