

## Report Summary - 17th April 2014

Survey: Paddocks House Hotel Guest Experience Survey

Status: **Launched**

Created Time/Date: 12:25 30th Oct 2013

Modified Time/Date: 17:08 2nd Apr 2014

Total Responses: 94

Filtered Responses: 0

Responses Excluded: 0

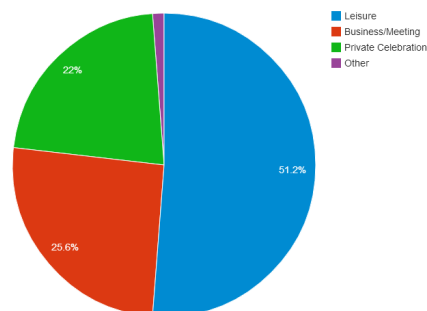
### Question 1: Why did you stay with us?

Answers: Responses:

Leisure	42 / 51.2%
Business/Meeting	21 / 25.6%
Wedding or Civil Partnership	0 / 0%
Private Celebration	18 / 22%
Other	1 / 1.2%

**TOTAL CLICKS** 82

**TOTAL RESPONSES** 82



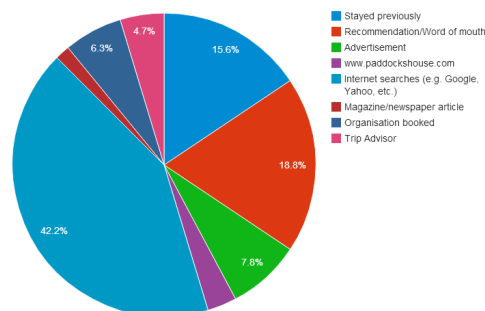
### Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	10 / 15.6%
Recommendation/Word of mouth	12 / 18.8%
Paddocks House emails	0 / 0%
Advertisement	5 / 7.8%
www.paddockshouse.com	2 / 3.1%
Internet searches (e.g. Google, Yahoo, etc.)	27 / 42.2%
Magazine/newspaper article	1 / 1.6%
Organisation booked	4 / 6.2%
Social Media (e.g. Facebook, Twitter, etc)	0 / 0%
Trip Advisor	3 / 4.7%
Other	0 / 0%

**TOTAL CLICKS** 64

**TOTAL RESPONSES** 64



### Question 3: How did you make your reservation?

Answers: Responses:

Called direct	34 / 66.7%
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Emailed direct	4 / 7.8%
www.paddockshouse.com	12 / 23.5%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	1 / 2%
<b>TOTAL CLICKS</b>	51
<b>TOTAL RESPONSES</b>	51

#### Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Paddocks House?	73 / 88%	6 / 7%	1 / 1%	1 / 1%	2 / 2%	83	0

#### Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Paddocks House in the future?	56 / 68%	20 / 24%	2 / 2%	2 / 2%	2 / 2%	82	0
recommend Paddocks House to your friends and/or colleagues?	66 / 82%	11 / 14%	0 / 0%	1 / 1%	2 / 2%	80	0

#### Question 6: How would you summarise your experience at Paddocks House?

Result Set: Response ID: Answers:

1	1	A beautiful hotel, very well appointed. The decor was refreshingly different to lots of other places. The staff were extremely helpful and friendly. I know the hotel had only just opened so there wasn't lots of other guests around but we got the feeling that they were very well trained and would be just as good when the hotel was busy.
2	2	We had a lovely stay, the room was beautiful and the service was excellent. The only complaint I could have is that I did not enjoy the sausages in the cooked breakfast at all. Other than that it was a fabulous stay.
3	3	We came to Paddocks House for a business meeting. Although, it was only the week after opening the staff were very helpful and the meeting room well set-up. After our meeting we had lunch which was considered by all to be excellent - tasty food, good value and excellent service. The venue is excellent for holding meetings when people are travelling off the A14/A11 - that is one of the reasons we liked the venue. Good Luck in the future we hope to return.
4	4	It was a disaster. We booked our Christmas Party, but at the last minute, we were told that it was cancelled. We could not find another venue, so we had to cancel our Christmas Party.
5	5	Not sure you have your colour scheme right. Too much black for my liking although I'm sure others will like it. My room was also freezing. Breakfast was very slow and I was the only guest! I also felt you could do with some more experienced staff - they were all very nice but didn't seem to have a lot of experience at all. That said I'm sure its all teething problems that will get ironed out.
6	6	Friendly staff, gorgeous rooms but we did mention the lighting was poor, food exceptional, cant wait to go back
7	7	A truly deluxe experience for a very reasonable rate! Fantastic bedrooms, especially the copper baths - wow!
8	10	I thought it was lovely - great room, good service, very good restaurant with decent prices, good attention to detail; very kind to open up the suite as a bonus. A couple of things - there were a couple of flies in Room 2, needing killing - you might want to put some insecticide behind the bathroom mirror or in the vents?; and the room lighting is lovely and romantic but difficult to read by the bedside lights - this is a modern hotel fashion, but you might want to think about upping the wattage for the bedside lights, or having adjustable lights? I also appreciate that the landscaping isn't finished yet. But none of this detracted from my experience - the style of the house and the furnishings is wonderful, and the overall effect is very good. And you have some fantastic staff who seem rightly proud to be working at Paddocks - the receptionist I spoke to on the phone (Georgia?), the maitre d', the lady in charge of breakfast, they were all excellent. Nothing makes spending a couple of hundred quid feel more like a waste of money than horrible staff, so do please complement them, and yourselves!
9	12	Everything at Paddocks House was excellent Staff and food faultless.
10	13	Exceptional and very relaxing
11	14	Fantastically stylish hotel, extremely comfortable, great food and amazing staff.
12	15	Superb all round. Staff were very professional and gave great service. Decor is very tasteful and comfortable. Food was excellent quality

13	16	Perfect. We're coming back with my parents in a couple of weeks!
14	18	Room and amenities excellent. Staff friendly and competent. Food good, but could improve. Wine list a bit light on European wines - could do with some south Italian, southern French and Northern Spanish. Two small annoyances: pity the windows don't open - in summer, in the countryside, that would be pleasant; the almost universal response from the staff to a 'thank you' was 'No problem' Intensely annoying to an English speaker - I should hope, it being a hotel, there would not be a problem! You're welcome, or something similar would be much better.
15	22	Wonderful stay, staff very friendly and helpful and excellent food. The room was luxurious and extremely comfortable.
16	23	The most wonderful treat. Beautiful hotel, professional and attentive staff, amazing food, fab cocktails and the most glorious bath! Can't recommend highly enough.
17	24	Just brilliant.....impeccable service throughout. For a Hotel that has just opened, it is absolutely fantastic. Service outstanding and could not fault anything. Thank you Jane Jones!!
18	27	Excellent high quality bedroom, attentive staff and exquisite food. The only thing that was a slight issue was very weak shower flow in our room (5)
19	28	Perfect! felt really comfortable and special.
20	29	Perfect
21	31	Relaxing stay in a beautiful hotel with excellent food and where the staff couldn't have done more to make everything perfect.
22	55	An amazing overnight stay! The Paddocks House team were so attentive to detail during my stay! Looking forward to my next visit. I would have liked a spa facility to compliment this amazing Boutique Hotel!)
23	56	Staff were incredible, both friendly and excellent at their jobs. The room was exquisite as was the restaurant. Couldn't find fault if I tried.
24	57	Wonderful evening excellent staff and fantastic food
25	58	It was a wonderful evening the food and staff were exceptional and the surroundings superb.
26	60	Excellent quality and superb service
27	62	Our stay was excellent, the rooms were lovely and most importantly my toddler had a huge amount of space to run around in. Thank you
28	63	Staff were very attentive and polite. Tested us as individuals. Rooms were beautiful. Could do with a bit more colour and light. The restaurant was lovely the food amazing. Just very dark. The lightings is so low could not fully identify the food.
29	64	The whole experience was fantastic from the moment I booked with you ie receiving phone calls to ask whether there was any thing else you could do to make our stay more enjoyable. The room was fantastic, dining excellent, and staff overall absolutely brilliant from front desk to room service. My partner and myself are most definitely looking into getting married at you're establishment. Thanks again for making it so special for us both
30	65	We were very well looked after without anyone making a fuss. Nothing was too much trouble for anyone. Summed up when the restaurant manager said "sit wherever you like, this is your home". An extremely relaxing stay.
31	66	Very pleasant
32	67	Extra Special
33	68	Very comfortable and great food, felt well looked after. Just a pity that our immediate arrival was spoilt by the bathroom being full of flies (counted at least 8) and it lowered the luxury and tone. But this problem was dealt with by changing rooms the next day. Maybe it would have been good to have our room checked before we arrived to make sure all was perfect? The reduction in price for that night made up for the inconvenience and bad first impression of bathroom and was greatly appreciated.
34	71	We had a wonderful evening at the hotel
35	72	Overall, everyone we came in contact with was great - the greeting on arrival was wonderful, and the evening meal was also very good. I have only two minor complaints - on the thursday before our arrival, I was called by Paddocks House to see if there was anything further they could prepare / have ready for our stay; nothing came to mind, but when asked if I would like a bath run after dinner, I thought wow - yes - that's great! ...A real added bonus I hadn't expected. Similarly, when we arrived, we were asked if we'd like a paper delivered to our door in the morning - again, a real added bonus. We did not expect the services above - but when neither were followed through, it was really a bit of a disappointment. Not an incredibly big deal (I know how to run a bath, and get a newspaper...) but we just were a little bit let down. It would have been better if those services weren't provided in the first place. Other than that, it was lovely :)
36	73	We really enjoyed of stay. The House looked lovely from the outside and he interior decorated stylish, the room was great and the staff professional. We especially liked the butler, he's a character. We ate at the resturant and we were really happy with the food and service, it was delicious. I cant fault anything. Welldone.
37	75	It was great, had a lovely time. A couple of things I will comment on, we went out Saturday and our room had not been made up by the time we got back around 3.30, when I thought it should have been. They did call after we'd got back to ask if we wanted our room made up but we were then in for the rest of the afternoon. Apart from that we had a wonderful stay and will certainly be recommending
38	76	A truly relaxing stay in a country house?
39	77	Customer service to a very high standard - staff very helpful
40	79	Lovely hotel with a great room. Staff were lovely and very helpful. We were however disappointed with the food. The breakfast was adequate but was expecting much more from a 5* hotel and the dinner (3 course option) was OK. Saying that we have a fantastic stay and would recommend the hotel to a friend.
41	80	A very enjoyable and relaxing stay.
42	81	Superb in every aspect, Beautiful decor throughout Service second to none and If my recommendations are taken up Paddocks House will never have any accommodation available again cannot wait to return !! Pat and Mark Goodchild xx

43	83	A pleasant and relaxing time. Staff are a credit to the hotel.
44	84	Out of this world, from start to finish the experience was faultless, the hotels decor was fabulous, the quality of the food, staff, cleanliness was exceptional
45	85	We particularly enjoyed the friendliness of ALL the staff, it definitely enhanced the experience.
46	86	Excellent stay, excellent food, accommodation was outstanding. Further more George who ran the paddocks and Mathew head bar man our both outstanding and went above and beyond my expectations. Your staff should be highly commended please pass this onto your staff. This is the reason I will be staying again.
47	87	superb
48	88	Very relaxing.
49	89	Very nice, especially Alex at breakfast, reception sorted our radiator in bathroom also the heat controls in room, bathroom no where to hang towels, room lovely only bed was too small very large room, no windows to open, having breakfast and outside in full view was delivery of meat, not what you want to see as delivery vans right in front of dinning room, we had a pleasant stay, food good but dry
50	91	Excellent
51	92	From start to finish the stay was fabulous, food, wine, service, room, all faultless.
52	93	Exceptional, thank you.
53	94	Lovely
54	97	Absolutely faultless from start to finish. .fantastic rooms , great food and wonderful service .
55	98	Fabulous.
56	100	Spoilt! That's how I felt during my stay. Angela was very kind and helpful, even finding a lovely piece of chocolate cake. Just lovely staff and an amazing stay. I have already recommended you and my friend has already booked to stay. So thank you. I will be back for sure.
57	101	We didn't have a great time at this hotel. They ran out of hot water so we couldn't use the big bath (which was the main reason we booked the hotel.) The room didn't have any tea or coffee making facilities so as suggested by the hotel in a note on the dressing table, we rang down to reception and asked for one. We also told them about the water. George the Butler came to bring us tea and told us that the hot water situation had never happened before and that it was to be expected because it was a _country house_. He then asked us to pay for the tea. We didn't pay for the tea and explained about the lack of tea making facilities. He told us that we should have ticked a box at check-in. We didn't see any box to tick. All of this happened in our room, whilst we were both wearing nothing but dressing gowns. My wife felt very uncomfortable about it and started to cry. She just wanted a bath and a cup of tea. George disappeared and said he _d fix the situation. He reappeared about 20 minutes later and upgraded us to the suite on the top floor with the cinema room (but there were no chairs to sit on in there _ the room wasn't quite finished). He had run us a bath which was just about warm enough, so we were very very grateful. By this time, we felt like we knew George very well. He _s a good guy. We got dressed and went to dinner. Both my wife and I have food intolerances and we had to explain our situation to every member of waiting staff who visited the table. When we got to the table we had to check what _deal_ we were on so that we didn't incur any further costs (thinking of the tea incident earlier). We had to order from the set menu but they _d run out of one of the main courses on the set menu so we had to order something from the main menu. Rather than waiving the _3 surcharge that this incurred, we were told we _d have to pay it, or share a desert, which seemed a bit pedantic considering the fact that our food intolerances meant that the dishes didn't have some of the items on the plate because we couldn't eat them. I know they tried really hard, but the whole dining experience was a bit stressful. At the end of the meal Jazz (who did a great job) told us about her wedding plans. We mentioned that it was our anniversary. She said _You should have said!_ we replied _we did _ several times _ when we booked_. She then came round with glasses of sparkling wine, which we really, really appreciated. The next morning wasn't great either. The wrong breakfast turned up and we had to send it back. The replacement took about 20 mintes to arrive, meaning that we didn't get to eat breakfast together. We also noticed that we didn't have the paper we _d asked for. When we phoned reception to ask where it was they said that they hadn't had the correct delivery for the Observer and they hadn't arrived. They brought up the Telegraph rather than asking us which alternative we might like. We then had to check whether there were any other alternatives _ and there weren't. At one point one of the staff (who happened to be outside our room) said _You can ring 0 if you want to speak to reception about this_ it seemed as if he was just too busy to deal with us . We really felt sorry for the staff. They didn't seem to know what was going on half of the time. We also booked a late check out, but just to make sure no-one walked in on us, we locked the door and put up the _do not disturb_ sign. We were lying in bed when a maid unlocked the door and walked in.
58	102	An extremely enjoyable overnight stay made even better by the excellent staff and wonderful food
59	103	My boyfriend and I absolutely loved our stay. Paddocks House is stunning, the decor is spot on, the food was exquisite and the staff couldn't have been more helpful and smart! Only wish we could have stayed longer than one night!
60	104	First class !
61	105	Fabulous, we stayed 2 nights and the staff were excellent and made our stay a wonderful experience. Planning to come back next year for 30 wedding anniversary
62	106	peace luxury quality
63	107	A luxurious venue with exceptional service and attention to detail which made for a stressfree and enjoyable event for me as the organiser and for our clients.
64	108	Very friendly staff, excellent food, d_cor very plush, nothing appeared too much trouble, couldn't fault any part of my stay
65	109	A REAL TOUCH OF LUXURY
66	110	very good.
67	111	The warm welcome into the luxurious surroundings we received on arrival was truly impressive. You must be so proud of your staff and their high level of customer service and attention to detail. The hotel itself blended old and new perfectly, I must pay particular attention to the beautiful d_cor. The menu in the fine dining restaurant offered a wide range of dishes from traditional to adventurous. The copper bath placed inside the room has been a talking point ever since. Thank you for making our stay so special.
68	112	It's like coming home,it's so relaxed,and we are made to feel so special.

69	113	Very good - service, support and luch all excellent
70	114	Wonderful. Great support from the events team, and a very smooth private dining event. Food was delicious.
71	115	Excellent
<b>TOTAL RESPONSES</b>		
71		

#### Question 7: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	74 / 90%	7 / 9%	0 / 0%	0 / 0%	1 / 1%	82	0
The ambience, design and interior decoration appealed to me	61 / 75%	18 / 22%	1 / 1%	0 / 0%	1 / 1%	81	0
The atmosphere was warm and friendly	70 / 86%	10 / 12%	1 / 1%	0 / 0%	0 / 0%	81	0

#### Question 8: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1	1	Your reply to my initial enquiry went into my junk box which I didn't see. However I think you have sorted this out now.
2	3	The decoration is not totally my style but it is very well appointed and those in our group did have a long conversation about it! Some people were 70 + in age so found the unisex toilets something that they had not come across before.
3	4	We must have spoken to four or five people, concerning the booking. No one seemed to know much about it, every time we rang. Very unprofessional. We have since been offered hire of a room & a free drink, but this is not much in the way of compensation for ruining our Christmas.
4	7	There is a big hole in the car park, on the right as you exit and my boyfriend fell into this! We arrived around 8pm and it was dark, this corner needs either lighting or sectioning off please, to avoid any further injuries!
5	10	I realised I could have saved a fair bit by booking online, but I preferred speaking to your staff directly, as I was booking the day before.
6	12	It was nice to have a pre arrival telephone call.
7	13	We were made to feel instantly welcome by your team, who took our bags off us straight away and delivered these to our room,
8	14	No
9	18	Reception very helpful in fixing us a reservation on an opening night - thanks!
10	22	Lovely to have a call from someone from the hotel prior to our stay asking if we had any further requests.
11	24	Excellent!!!
12	27	All good and particularly like the pre arrival contact and supply of kettle in room with our favourite tea!
13	28	the decor is very unusual and we found it a little dark at first but we like it being very different
14	29	As we had stayed three weeks earlier it was like meeting up with friends as we walked into reception!
15	31	The young woman that greeted us on arrival was the same one that had telephoned a few days earlier to check whether there was anything we needed for our stay. She'd remembered that we'd asked about local walks and told us that information was waiting for us in our room.
16	57	Staff very helpful . Nothing was too much trouble
17	58	All was dealt with most efficiently - Kim was excellent.
18	60	The offer of a drink was very welcome!
19	62	No pen on the room. I had to use make up as an alternative. X
20	63	The way we were treated by the staff was exemplary. A credit to you.
21	64	Superb
22	65	The website confirmation was not as clear as I would like it to have been. I had booked a classics stay package and this wasn't obvious from the confirmation. However on telephoning the staff were more than helpful although it did take a couple of attempts to confirm as the website booking hadn't fed through to reception.

23	68	Please see earlier comment about flies in bathroom seen upon arrival in the room.
24	73	No
25	76	George was a great help.
26	79	Very helpful and friendly
27	81	Wonderful nothing was too much trouble
28	83	Did receive an email confirmation following a telephone call booking dinner at the hotel. Impressed by this, all the best hotels take the time to do this!
29	84	We can't wait to escape the children and come back, hopefully for 2 nights this time
30	85	I appreciated a call a few days before so I could alert you to a gluten allergy
31	88	On arrival we were welcomed in a friendly and professional manner.
32	94	None
33	95	All good, welcomed call a few days prior to our visit
34	97	The staff were brilliant in accommodating any requests and the fact the I was called a few days before arrival to ask of any special arrangements was much appreciated
35	98	No, perfect
36	100	Just once again attention to your guest is a lovely personable touch which I really appreciated.
37	102	I was contacted prior to our stay to ensure there was nothing else I required and upon arrival made to feel very welcome
38	105	Many thanks to George and all the staff.
39	106	no
40	107	All good
41	109	No very good
42	111	The regular contact from the Butler team had a very personal touch too.
43	112	George is always there to help when you arrive.
44	113	All arrangements were very efficiently handled
45	115	The staff were perfect!
<b>TOTAL RESPONSES</b>		
45		

#### Question 9: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	61 / 82%	11 / 15%	1 / 1%	1 / 1%	0 / 0%	74	0
There was a good selection of products in my bathroom	63 / 85%	7 / 9%	2 / 3%	1 / 1%	1 / 1%	74	0
The room was cleaned to a high standard	63 / 89%	6 / 8%	1 / 1%	1 / 1%	0 / 0%	71	0

#### Question 10: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

Result Set: Response ID: Answers:

1	1	Room 6. There wasn't anywhere to hang up used towels. The shower didn't seem very effective. We were the first people to stay in the room so I am sure these are just teething problems. The copper bath was fab and the bed really comfy!
2	3	We did not stay
3	5	Loved the bath. I feel it could have been so much better if a warmer colour (grey?) had been used rather than so much black. No products in my bedroom was also a bit of a shame! Nothing to wash my hair with was a bit of a pain.
4	6	The bath was dusty
5	12	Room 5 was a lovely room a hook in the bathroom would have been useful for the lovely bathrobe that was provided

and maybe a small shelf above and to the side of the wash basin to rest a makeup bag or in my husbands case shaving equipment. This is not a complaint just a suggestion.

6	13	The standard of room was wonderful, loved the copper bath being in the room. plenty of plug sockets, very comfortable bed. Would love to return in the summer when the landscape view would have matured a bit.
7	14	I cannot remember our room number - I think it was 6. There were only two negatives about our stay but they are important ones. Sadly the windows cannot be opened and the hotel and rooms were extremely hot. We slept poorly because the aircon did not work well enough. Secondly (and just as in your sister hotel in Ely) none of your bathrooms have mens shaver sockets. I hated not being able to shave in the morning. Luckily I did not have any business meetings the next day.
8	18	Nespresso machine?
9	19	The water pressure in the shower in room five was very low.
10	22	Room 10. It could do with some towel hooks or rails as once you have bathed or showered there is nowhere to hang the damp towels. The door outside the room in the corridor could have a quieter closing mechanism as it tends to bang shut and if there were more guests going through it at night it could be disturbing to the guests in room 10.
11	23	6. Great room.
12	24	Room 8. Stunning....
13	27	some bubble bath would be nice
14	28	lighting could be a little brighter to allow reading in bed!
15	29	Room 8 for mum and dad, room 9 for Matt and I. Both rooms excellent. Matt and I had previously stayed in room 5. Beds sooooo comfy, bathrooms very well equipped and copper baths are perfect for two with a glass of bubbly!
16	31	We were in room 9, which was lovely. One slight niggle was there was nowhere to hang robes/towels in the bathroom - a hook, perhaps behind the door, would be useful. Also a small magnifying mirror in the bathroom would be good.
17	57	204 none everything was perfect
18	60	The water pressure in the shower is very low (in all rooms I have stayed in). Could the pressure be increased?
19	61	Not sure about not having a window to open, do like a bit of fresh air at night
20	63	Our own in room kettle would have been a bonus.
21	64	No.7 was lovely will have to try another next time
22	65	Room 10. Wonderfully spacious. Thought a bath in the room was a little strange until I had such a relaxing bath!
23	66	Room 5, bath leaked into kitchen ceiling & shower was very slow , did complain , bit late as we was leaving that day
24	67	Loved the bedroom but hooks on the back of the bathroom door for robes and a rail to hang towels on we believe would be beneficial. Coffee and tea facility in room were missed, even though we understand that there is room service.
25	68	Room 2 and lounge on first night. Room 3 and lounge on 2nd night. The low mark for the room's hygiene is for the flies in the bathroom. Other than that the room was spotless. I think it would be nice to offer a pillow selection of firm and soft as found both pillows to be too firm together. I think the bathroom needs hooks for the towels and clothing. I think it would be great if ladies could have a separate shower gel, shampoo and hair conditioner and maybe body lotion rather than just a couple of items which mean not everything is there.
26	71	It would have been nice to have a hook on the back of the bathroom door, a towel Ring next to the sink for the hand towel, room information ie. about the hotel plus how to work the heating etc. we were given instructions on entering the room but the room did not seem to warm up. We were in suite 10
27	72	LOVED the bath (suite 1)
28	73	No
29	76	So relaxing.
30	77	Very comfortable and luxurious. Loved the breakfast in my room.
31	78	Room 11. It would be nice to have tea and coffee making facilities in the room
32	79	Loved the bath in the room. Very clean, tidy and looked fantastic. There were a lot of flies buzzing around the window with a few dead ones on the sill also. Perhaps 10 flies in total? Didn't bother us very much but might be something to think about in future?
33	80	Stayed in Room 6. It felt like the bathroom was unfinished - no hand towel rail, nowhere to hang towels or clothes/bathrobe. A shelf would have been useful to keep cosmetics and toiletries on. The bathroom mirror was best lit for applying make-up, so it would have been useful to have a place to put make up on. Also, I found it odd that there was no handwash, glass to hold toothbrushes, cotton wool balls in the bathroom, it was empty, which I found strange for a hotel. I know we had the Hermes and Bvlgari toiletries, but I interpreted these more for personal showering, I used one of the shower gels as handwash, which didn't feel right. A nice touch would have been to have some bath bubbles/oil available to use in the lovely big copper bath. The copper bath is amazing, by the way, such a luxurious treat and a real selling point.
34	81	Master 10 1st class
35	83	No. 1. Could not get the air con to work to warm the room. No additional blankets were kept in the room. This may be something the hotel will provide in the future. No courtesy tea/coffee facilities provided in room and prefer this to having to telephone reception. We did ring reception the following morning asking for tea for 2 and it was promptly delivered to our room. The room size was excellent and the copper bath was fabulous.
36	84	Amazing
37	85	We stayed in room 1, a soap dish on the table next to the bath might be appreciated

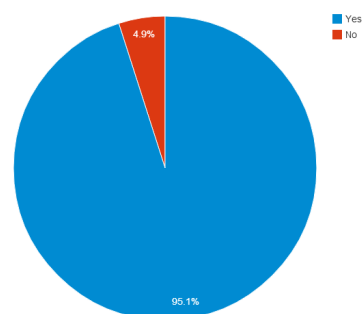
38	86	Master suite was excellent looking forward to staying again when the cinema room is finished
39	87	no 1 my princess wanted bubble bath ha ha ha
40	88	Perfect
41	94	None
42	95	We would have liked softer pillows, all pillows very firm, plus some towel hooks
43	98	Room number 6 .Maybe hooks on bathroom door for bath robes. Somewhere to hang towels once you have used them. The slipper bath is wonderful, but again somewhere to hang the towels would be more user friendly .putting damp towels back on the lovely silver tray seems a shame, and draping them over such a prominent feature as the bath spoils the effect. Lastly, doing your make up / hair in the bedroom is difficult because of the lighting, and the chair very low. These are all very small details but, to address them would make a guests stay easier. But, it was a wonderful experience!! Thank you
44	102	Suite 3 a warm, spacious comfortable room, could have done with a little more lighting but very happy with it overall
45	105	Slightly more storage but only if I'm being very picky as drawers not deep enough.
46	106	perfect
47	107	Suite 01. Everything was lovely! The only slight negative comments are that the bathroom was very hot and also that I nearly hit my head on the shelving opposite the toilet each time I stood up!
48	111	Room 10 - We were delighted that our room overlooked the paddocks for the beautiful horses and foals.
49	112	We had room 5 this time which we really loved.
50	113	Above not applicable - booking was for a business meeting
51	114	Did not stay over.
52	115	no 2, nowhere to hang towels in the bathroom and not possible to make a late night tea or morning coffee unless room service is used.

#### TOTAL RESPONSES

52

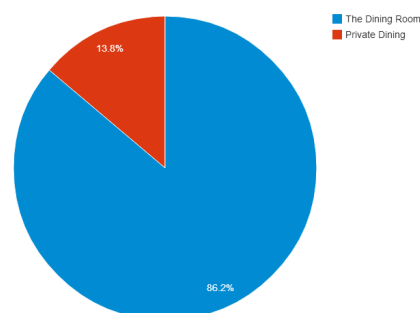
#### Question 11: Did you dine with us?

Answers:	Responses:
Yes	77 / 95.1%
No	4 / 4.9%
<b>TOTAL CLICKS</b>	81
<b>TOTAL RESPONSES</b>	81



#### Question 12: Where did you dine?

Answers:	Responses:
The Dining Room	56 / 86.2%
Private Dining	9 / 13.8%
Wedding	0 / 0%
<b>TOTAL CLICKS</b>	65
<b>TOTAL RESPONSES</b>	65



#### Question 13: In regards to your dining experience...

Strongly Agree Neither Disagree Strongly Total Not



	Agree		Agree Nor Disagree		Disagree	Responses	Answered
The food was excellent	56 / 76%	13 / 18%	5 / 7%	0 / 0%	0 / 0%	74	0
The service was friendly & professional	64 / 86%	10 / 14%	0 / 0%	0 / 0%	0 / 0%	74	0
The overall dining experience was exceptional	52 / 70%	15 / 20%	7 / 9%	0 / 0%	0 / 0%	74	0

#### Question 14: Do you have any other comments regarding Paddocks House as a dining venue?

Result Set: Response ID: Answers:

1	2	We had our company Christmas Party in the private dining room. It was a great night - the service and attention to detail was really great. Kim the event organiser was fab and James and his colleagues that looked after us on the night was simply great.
2	6	wow
3	10	Thank you for the vegetarian options!
4	13	We travel a lot and are fortunate to dine in some wonderful locations around the world, The dining experience within the Paddocks was amongst the best we have experienced. The chef does a remarkable job in being very creative and innovative with the menu and delivers the food exactly as our mind visualised. the selection of champagne and wine was perfect. the service was very attentive without exception.
5	14	No
6	18	See earlier comments
7	24	Would come again....
8	27	Absolutely fantastic!
9	28	just the lovliest staff
10	31	No - everything was perfect and we had a wonderful dinner, served by the most professional staff. Service really was 100%. Same comments apply to the lovely breakfast we had the following morning.
11	57	Can't wait to come back
12	60	Excellent set menu
13	63	Other than the afore mentioned lighting ie it was too dark. The rest was perfect.
14	64	James was fantastic. Very attentive
15	65	Just the right size portions. Free to have coffee wherever we liked. Not asked our room number until breakfast which made us feel like special guests rather than a number.
16	66	Nice quality food with very good service
17	67	We were not in the main dining room as we understand that the Valentines Night was particularly busy.
18	68	The food both at dinner and at breakfast was delicious. Just a couple of points on service: It was a bit slow at times. On our first night we ordered a bottle of red wine. Starters arrived and nearly finished and we had to remind the waiter it hadn't arrived. Wine arrived just before service of main meal, so later than we wanted and it was the wrong bottle! We did tell the waiter but said we'd stick with it as it had been opened and served. On second night I asked to see both menus - the House menu and a la carte but the waiter forgot and in the end we just ordered off the house menu. Overall, the dining experience was very good but having eaten at top London restaurants it wasn't exceptional - need service to be more efficient, requests remembered, the wine served early on and the right bottle! But your team were very friendly and food was very good.
19	72	felt ever so slightly disorganised - we arrived somewhat ahead of other diners, so received great service at the beginning, but that deteriorated as the night went on...
20	73	No
21	76	A super dinner
22	77	Fantastic dinning experience - menu choice was different, appealing and delicious.
23	78	extend the bar menu to have a larger choice of bar type food
24	79	Dining room was quite nice, bar before was lovely and good drinks selection at reasonable prices. Service was attentive but the food was not as good as I had hoped and expected. Starter (smoked salmon) we both agreed was quite bland.
25	80	Delicious food, very friendly and professional service.
26	81	Run out if words a wonderful birthday was had by my lovely husband thanks to all the efforts from all at Paddocks
27	83	The study is a lovely light, airy room for pre-dinner drinks and we were both impressed by the friendliness of the staff. We chose cocktails from the drinks list and they were delicious. The main dining room is decorated/furnished to a very high standard and has a relaxing ambience. Our meal was excellent and beautifully presented.
28	84	Superb quality
29	94	None

30	95	All thoroughly enjoyed, would have liked porridge on breakfast menu.
31	97	Staff were exceptional and very attentive
32	98	Fabulous
33	102	Food was delicious, beautifully presented and staff were very attentive
34	105	No dining at Paddocks House was amazing
35	107	Would perhaps be nice to include some side dishes of vegetables with the mains, or include more veg as part of the serving
36	110	Hotels pride themselves on their food & wine but when it comes to beer the best they can offer is foreign lager & not fine English bottled ales!
37	111	The food was delicious, but the service was even better.
38	112	We think the food is wonderful.
39	115	excellent value with superb cooking.
<b>TOTAL RESPONSES</b>		
39		

#### Question 15: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	3 / 20%	3 / 20%	2 / 13%	0 / 0%	0 / 0%	7 / 47%	15	0
We were able to access the internet easily	5 / 33%	2 / 13%	1 / 7%	0 / 0%	0 / 0%	7 / 47%	15	0
Refreshments were delivered as requested	3 / 20%	4 / 27%	1 / 7%	0 / 0%	0 / 0%	7 / 47%	15	0
Our business meeting requirements were met	4 / 27%	3 / 20%	1 / 7%	0 / 0%	0 / 0%	7 / 47%	15	0

#### Question 16: Do you have any other comments regarding Paddocks House as a business venue?

Result Set: Response ID: Answers:

1	3	All our requirements were met and the room was very well set out.
2	60	Hope to use it very soon
3	114	Ours was a private dining event
<b>TOTAL RESPONSES</b>		
3		

#### Question 17: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	74 / 94%	3 / 4%	2 / 3%	0 / 0%	0 / 0%	79	0
Were attentive to my needs	71 / 91%	4 / 5%	1 / 1%	1 / 1%	1 / 1%	78	0
Made me feel well looked after	73 / 92%	3 / 4%	2 / 3%	0 / 0%	1 / 1%	79	0

#### Question 18: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1	2	James was really great - his attention to detail and service was just fabulous
2	3	Some seemed a little nervous but this is understandable in the second week of operation. The girls on the desk were very helpful.
3	7	I didn't get her name, but on the evening of the 22nd, she was working on the bar, near to the ground floor ladies toilets? I was quite ill and she very kindly came into the toilets to see if I was ok and brought me a glass of iced water. Really lovely girl.
4	10	As I mentioned above, the Maitre d', the lady in charge of breakfast, and your receptionists were all excellent.
5	13	They were all a delight, the receptionist, butler, waiters and waitress both during the afternoon, evening and morning. Staff were of an abundance. I would of liked to have seen name badges being worn as personally I like to address people by their name.
6	14	I cannot remember his name but the French waiter who served us was exceptional.
7	18	See earlier
8	22	Daisy the waitress was very friendly and polite. The Frenchman (sorry cant remember his name!) was also very helpful and friendly.
9	23	They were all great, friendly, good humoured and professional.
10	24	Jane Jones...brilliant...Georgia for great Butler service prior to arrival.
11	27	Sue was great at breakfast and the barman also very nice and had a good chat with him after dinner. Sorry cant remember his name.
12	28	All of them! they all made our stay the best.
13	29	Danielle, Jessica and Georgina friendly and always willing to help. Jazz a lovely waitress, Alex the perfect gent and Jan our favourite maitre d for dinner and breakfast.
14	31	No - every member of staff was excellent. They made everything seem effortless.
15	55	Anette! A 5 star Team Member! A fabulous asset to The Paddocks House
16	56	Everyone who was involved in our stay was just perfect.
17	57	All staff were excellent
18	60	Night manager was very helpful and friendly
19	62	George, he is a true gentleman.
20	64	Oliver offered to go and buy some hair straighteners for my partner as hers were forgotten George made us feel so at ease James was brilliant Kitty I think in the bar was great Katie front desk lovely. Sorry remember all the names but all staff I met were great
21	65	The restaurant manager. The waitress who served breakfast on the morning of the 17th February. She saw we had a book of walks with us, engaged in conversation on our plans for the day and then recommended a local walk which we greatly enjoyed.
22	67	The butler made a excellent effort to make Valentines Night special.
23	68	It would be unfair to single out one. They were all brilliant at attentive and kind service from reception to dining room. Just a few hiccups which did not really spoil our time with you.
24	72	The Butler - really welcoming and friendly
25	73	The Butler. We got talking to him when we arrived and at the bar before dinner and he judged our characters and we had a fun but professional exchanges of humor.
26	75	Lovely friendly lady at breakfast, not sure of her name
27	76	George just pulled out all the stops I had picked up my partner from hospital to come and stay and George just made it all so easy for us.
28	77	George - excellent service, polite, professional, friendly and nothing was to much trouble.
29	80	Not sure of her name, but the lady covering the breakfast service on 26th and 27th February was lovely - really friendly, very welcoming and attentive. More restaurants need people like her.
30	81	GEORGE the in house Butler, just couldn't do more to make our stay so memorable and the need for a quick return !!! Thank you so much xx
31	83	We thought that all the staff from receptionist, bar staff and dining room staff were very professional, friendly and a credit to the hotel.
32	84	They were all friendly professional and went above and beyond to accommodate us
33	86	George and Mathew both outstanding looked after us extremely well they both should be highly commended
34	87	you were all great keep it up
35	89	Alex was so attentive at breakfast, although when food was ready the chef shouted from the kitchen, Alex !
36	93	All of your team were fantastic hosts, thank you,
37	97	George as he made both me and my partner very welcome and was our main point of contact , he also took time to show us the hotel rooms when enquiring about the house as a wedding venue
38	98	Everyone was excellent, it would be wrong to pick one.

39	100	Angela was brilliant.
40	101	George and I started off on a bad foot, but he more than made up for it. Jazz in the restaurant was very good too.
41	102	George was particularly charming and also the bar manager unfortunately we didn't get her name but she is Scottish and makes a mean Mojito!
42	105	George and dining manager as I was on crutches and they could not do a enough for me to enjoy my stay at Paddocks House
43	106	jeff was great
44	107	Every member of staff we had contact with was extremely polite and professional. The service was attentive but without being "in your face". In particular, Jan (Yan?) was exceptional and appeared to go out of his way to ensure that our event ran smoothly and that we had everything we needed.
45	108	All staff deserve equal praise
46	111	George's welcome upon arrival made us feel very welcome and at home. He makes you feel very at ease.
47	112	George we don't think he ever goes home! He seems to be there at all times to help.
48	113	Kim Askew was very good
49	114	Kim Askew re pre-event admin and Yann on the night. Both were very attentive.
50	115	top marks to all the team

#### TOTAL RESPONSES

50

#### Question 19: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
Departure was easy and straight forward	71 / 91%	6 / 8%	1 / 1%	0 / 0%	0 / 0%	0 / 0%	78	0
The final account was accurate	65 / 84%	5 / 6%	3 / 4%	2 / 3%	1 / 1%	1 / 1%	77	0
The final account was easy to understand	63 / 82%	9 / 12%	3 / 4%	0 / 0%	1 / 1%	1 / 1%	77	0

#### Question 20: How did your experience with us meet with your expectations?

Answers: Responses:

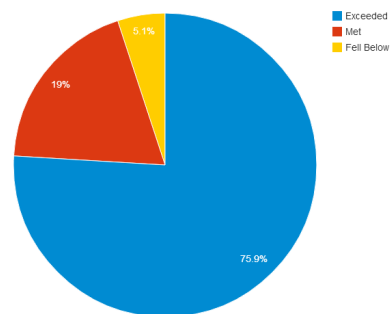
Exceeded 60 / 75.9%

Met 15 / 19%

Fell Below 4 / 5.1%

**TOTAL CLICKS** 79

**TOTAL RESPONSES** 79



#### Question 21: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 2 No

2 3 All was very good.

3 4 Do not offer something which you cannot deliver & train your staff.

4 7 A welcome gift perhaps, a drink or an edible item?

5 13 The only thing that dampened our stay was the weather as would have liked to appreciate the grounds, but clearly that was well beyond your control.

6	14	No
7	23	No.
8	24	N/a
9	27	No, all great. Will be back later in the year
10	28	No. It was perfect.
11	31	Not a thing
12	57	Nothing
13	61	open fire in the bar and study would have been nice, bar area a bit dark, more candles perhaps
14	62	More choice with room service menu
15	63	None. I had high expectations and they were met.
16	64	No
17	65	Improvement to the website booking system. I wasn't sure on possible arrangements for an early morning cup of tea. It was fine there was no facility in the room but I wasn't sure what alternative there was to this.
18	66	Not reslly
19	68	Not really. We were annoyed with the flies in the bathroom which meant our toiletries and toothbrushes couldn't be left in there overnight but as this was dealt with the next day and we were given a price reduction - the inconvenience was dealt with very well and to our satisfaction. Slight tweaking with dining service to make it exceptional.
20	72	small niggle - it seemed a shame that the toast served at breakfast was your bog standard hovis compared to the lovely savoury granola and white bread served at dinner :)
21	73	No
22	76	No
23	77	No need to change a thing as the whole experience was really great.
24	79	Better food quality - especially for breakfast. Otherwise we have a great stay.
25	80	Just the comments I made about the bathroom.
26	83	Change the dark bedroom paint to a lighter shade, the room was crying out for a burst of colour. We preferred the lighter shades in the public rooms.
27	97	Nothing whatsoever
28	98	No
29	101	Make sure messages are passed from staff to staff. Clearer communication about guests' needs and wants.
30	102	Extend our stay! I'm only disappointed we booked for just one night.
31	105	No it really was a superb
32	106	nothing
33	112	No it was all super
34	115	see previous comments

#### TOTAL RESPONSES

34

#### Question 22: Do you have any further comments?

Result Set:      Response ID:      Answers:

1	1	A lovely hotel which we will come back to. It might be good for the staff to have some local knowledge of walks and areas to visit to help guests enjoy the area. Leaflets would perhaps be useful? Thanks for a lovely stay. We both wished we could have stayed another night!
2	13	We wanted a quiet and romantic New Years Eve, time to relax after a busy christmas period. You did not disappoint. Although your website advertised a New Years Eve dinner dance it was made very clear at the point of booking that this wasn't available, this turned out to be a blessing as we had a much more intimate and personable experience. Congratulations to you and your team on such a wonderful transformation of this hotel. I wish you all a very happy new year.
3	14	No
4	19	It is a great shame that more is not made of the history and interest of the building - much more of a poets house than the so called poets house in Ely!
5	22	Overall a very pleasant stay and I hope to return again one day.

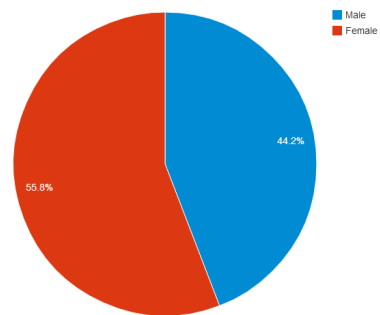
6	23	Will definitely recommend.
7	24	Coming from years of being in the Service Industry, I felt very at home, it was a fantastic evening/stay for my partners birthday. Very welcoming, food excellent and would love to come again. Please put me on your emailing list chezturrell@aol.com
8	28	Keep up the superb standard
9	29	My friend Liz Hope and her husband stayed on the 1st February on my recommendation. She summed the trip up to me in three words 'lovely, lovely, lovely'. Big pats on the back to every at the Paddocks and we'll be back again soon.
10	31	Keep doing what you're doing!
11	57	No
12	64	Had a great stay. Please keep me posted on any deals you may have
13	65	We had a wonderful stay. We stayed for one night and felt like we'd stayed for three we were so relaxed. We paid more than we would normally pay for an overnight stay and it was worth every penny.
14	67	The only issue we had was that the account was incorrect, there was someone else's meal and accommodation presented on our account. This was viewed as a genuine mistake by possibly new staff and was correct quickly. We have booked to return on Sunday 16th March for lunch where we will be entertaining some friends.
15	68	Enjoyed our stay and looking forward to staying again - in the summer maybe this or next year.
16	73	No
17	76	Just thank you.
18	79	Will definitely recommend hotel to friends in future. Had a lovely stay and would love to return.
19	80	Paddocks House is a lovely hotel, with great staff, it was a real treat staying here, just what I needed. The copper bath in the bedroom made it for me.
20	83	The hotel has great potential, with many original features. The fireplace in the study would be amazing with a log fire burning. The grounds of the hotel have great potential and hopefully will evolve our time.
21	85	Looking forward to another visit in April
22	97	Sorry i can't give you anything to work on...I am Already planning my next visit
23	98	The lighting in the restaurant bar needs addressing. The wine bottles need lighting up, to lift the mood. Also the corner beside the till is too somber, a mirror reflecting light might work.
24	101	We didn't have a great time at this hotel. They ran out of hot water so we couldn't use the big bath (which was the main reason we booked the hotel.) The room didn't have any tea or coffee making facilities so as suggested by the hotel in a note on the dressing table, we rang down to reception and asked for one. We also told them about the water. George the Butler came to bring us tea and told us that the hot water situation had never happened before and that it was to be expected because it was a country house. He then asked us to pay for the tea. We didn't pay for the tea and explained about the lack of tea making facilities. He told us that we should have ticked a box at check-in. We didn't see any box to tick. All of this happened in our room, whilst we were both wearing nothing but dressing gowns. My wife felt very uncomfortable about it and started to cry. She just wanted a bath and a cup of tea. George disappeared and said he'd fix the situation. He reappeared about 20 minutes later and upgraded us to the suite on the top floor with the cinema room (but there were no chairs to sit on in there the room wasn't quite finished). He had run us a bath which was just about warm enough, so we were very grateful. By this time, we felt like we knew George very well. He's a good guy. We got dressed and went to dinner. Both my wife and I have food intolerances and we had to explain our situation to every member of waiting staff who visited the table. When we got to the table we had to check what deal we were on so that we didn't incur any further costs (thinking of the tea incident earlier). We had to order from the set menu but they'd run out of one of the main courses on the set menu so we had to order something from the main menu. Rather than waiving the 3 surcharge that this incurred, we were told we'd have to pay it, or share a desert, which seemed a bit pedantic considering the fact that our food intolerances meant that the dishes didn't have some of the items on the plate because we couldn't eat them. I know they tried really hard, but the whole dining experience was a bit stressful. At the end of the meal Jazz (who did a great job) told us about her wedding plans. We mentioned that it was our anniversary. She said 'You should have said!' we replied 'we did' several times when we booked. She then came round with glasses of sparkling wine, which we really, really appreciated. The next morning wasn't great either. The wrong breakfast turned up and we had to send it back. The replacement took about 20 minutes to arrive, meaning that we didn't get to eat breakfast together. We also noticed that we didn't have the paper we'd asked for. When we phoned reception to ask where it was they said that they hadn't had the correct delivery for the Observer and they hadn't arrived. They brought up the Telegraph rather than asking us which alternative we might like. We then had to check whether there were any other alternatives and there weren't. At one point one of the staff (who happened to be outside our room) said 'You can ring 0 if you want to speak to reception about this' it seemed as if he was just too busy to deal with us. We really felt sorry for the staff. They didn't seem to know what was going on half of the time. We also booked a late check out, but just to make sure no-one walked in on us, we locked the door and put up the 'do not disturb' sign. We were lying in bed when a maid unlocked the door and walked in.
25	102	Will definitely be back, please thank the staff for a memorable experience for my Husband's 40th Birthday celebration
26	106	cannot wait to return
27	107	I will definitely use the venue again. The only thing that may prevent me doing so, is the number of bedrooms - we were bordering being too large a group for the venue.
28	111	Thank you.
29	112	You have a great team.
30	115	Keep up this standard and you deserve to succeed. Make sure you keep your excellent staff and let me know when the gardens are finished landscaping and I'll be back.

#### TOTAL RESPONSES

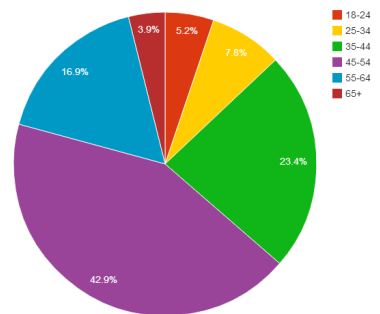
30

**Question 23: What is your gender?**

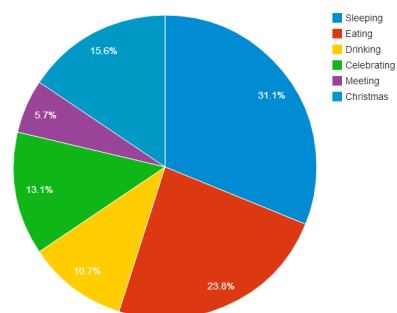
Answers:	Responses:
Male	34 / 44.2%
Female	43 / 55.8%
<b>TOTAL CLICKS</b>	77
<b>TOTAL RESPONSES</b>	77

**Question 24: Which of the following ranges includes your age?**

Answers:	Responses:
Under 18	0 / 0%
18-24	4 / 5.2%
25-34	6 / 7.8%
35-44	18 / 23.4%
45-54	33 / 42.9%
55-64	13 / 16.9%
65+	3 / 3.9%
<b>TOTAL CLICKS</b>	77
<b>TOTAL RESPONSES</b>	77

**Question 25: Would you like to receive any further information from Paddocks House regarding?**

Answers:	Responses:
Sleeping	38 / 31.1%
Eating	29 / 23.8%
Drinking	13 / 10.7%
Celebrating	16 / 13.1%
Meeting	7 / 5.7%
Christmas	19 / 15.6%
<b>TOTAL CLICKS</b>	122
<b>TOTAL RESPONSES</b>	122

**Question 26: Please complete the following (optional):**

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	1	Helen Harding	6	6 th december 2013	Harding.4@hotmail.co.uk
2	2	Veronica Hart	11	14.11.2013	veronica.hart@myriadpr.com
3	3	Kirsten Bennett			kirsten.bennett@camsacre.org.uk
4	4	Matt Brialey			jflc@btconnect.com
5	5	Paul Kelly	11	10th Dec 2013	pkelly@alixpartners.com

6	6	Gail Cornell	2 and 3	19th dec	gail.1966@btinternet.com
7	7	Ms Donna Wreathall	6 (I think?!)	23rd December	donna.wreathall@live.co.uk
8	10	Philip Howell	2	1/1/14	philip.howell@geog.cam.ac.uk
9	12	Spear	5	1/JAN/2014	Pauline.spear@talktalk.net
10	13	Mrs Sallyann Marsh		01/01/14	sallyann.marsh@hotmail.co.uk
11	14	PHILIP BOND	6?	JANUARY 5TH 2014	PHILIP_BOND95@HOTMAIL.COM
12	15	M Weatherhead	8		martin.weatherhead@gilead.com
13	16	Yvette Hales	5	12th Jan 2014	yvette.hales@dsl.pipex.com
14	18	Peter Nash	6?	17/01/2014	pnash@alphacrc.com
15	22	Lisa Schmitz	10	26/01/2014	Lisa.schmitz@btinternet.com
16	23	Alison Herrtage	6	26/01/2014	alison.herrtage@hotmail.com
17	24	Turrell	8	26th January 2014	chezturrell@aol.com
18	27	Andrew Walker	5	29/1/2014	highstairs@hotmail.co.uk
19	28	Miriam Rawson	4	1 February 2014	link2miriam@aol.com
20	29	Yvette hales	9	1st February	yvette.hales@dsl.pipex.com
21	30	WITOLD LOREK	6	02.02.2014	contact@victorpainting.co.uk
22	31	Mrs Elizabeth Hope (Blonk)	9	2 February 2014	Liz.hope@uk.pwc.com
23	55	K Simmons	8	05-Feb-14	kathy_simmons@btconnect.com
24	56	Aaron Wall	9	08/02/2014	
25	57	Mark Reeve	204	08/02/2014	reevo68@gmail.com
26	60	Martin Weatherhead			
27	61	mrs j evans	11	16th Feb 2014	jo@suttonprojects.co.uk
28	63	Michael Beard	1	15-Feb-14	
29	64	Thomas McAnulty	7	16th February 2014	tommymcanulty@hotmail.co.uk
30	65	Steph Neill	10	17/02/2014	stephneill@tiscali.co.uk
31	66	G Follano	5	15-Feb-14	Follano@aol.com
32	67	R Weedon	10	15th Feb	rod.weedon@gmail.com
33	68	Saadia Ahmad	3 and 2	20th February 2013	saadia28@hotmail.co.uk
34	71	Nicola Langwith	10	22nd February	Nicola@beer55.wanadoo.co.uk
35	72	Amy	1	23-Feb	lewis.amyjo@gmail.com
36	73	Mr Cassey	2	23/02/2014	markcassey@hotmail.co.uk
37	75	Hazel Morris	8	23/02/2014	h_redrup@hotmail.com
38	76	Jon Williams	9	Feb 24 2014	Jonat213@fsmail.net
39	77	Lisa Ruiz	7	25/03/2014	ruiz_lisa@allergan.com
40	79	Olivia Scott-Taylor	1	27/02/2014	ollie91@gmail.com
41	80	Jootla	6	27th February	
42	81	Pat Goodchikd	10 and 7	25/02/2014	Mark.goodchild@sky.com
43	82	j flynn	6	28/02/2014	
44	84	Natalie smith	104	01/03/2014	nayandnat@hotmail.com



45	85	Mrs Helen Kenny	1	01/03/2014	helen.kenny@talk21.com
46	86	M.taylor	12	02-Mar	Taylor_mj@live.co.uk
47	87	mr hatherly	1	2nd march	archersdevelopments@yahoo.co.uk
48	88	Julie hatherly	202	03/03/2014	Archersdevelopments@yahoo.co.uk
49	89	Mrs ZIMBER	3or4	03/03/2014	sue.zimber@btinternet.com
50	91	Phillip Godbold	6	05/03/2014	P.godbold21@btinternet.com
51	92	Susan Mackay	One	05/03/2012	susanmackay210@yahoo.co.uk
52	93	Colin	6	06/03/2014	colin@enp4.co.uk
53	97	ricky killing			ricky.swain@ntlworld.com
54	98	Mrs E.A.. Gore	6	8th March	liz.gore@sky.com
55	100	Rukhsana Kussar		5th Feb	rukhsana.kussar@leo-pharma.com
56	101	David Sheringham	7 (and then 12)	9th March 2014	dsheringham@yahoo.co.uk
57	102	Mrs Claire Nicholson	3	9th March 2014	clairenich@yahoo.co.uk
58	103	Roxanne Driscoll	6	10/03/2014	roxydee@hotmail.co.uk
59	104	Neil Williams	9	12 03 2014	neil@mfv53.com
60	105	Mags Maher	9	9th March 2014	Magsmaher@sky.com
61	107	Sarah Middleton	1	14/03/2014	smiddleton@ragt.fr
62	108	John Shepherd	9	14th March	john.shepherd@saxon-agriculture.co.uk
63	109	david smith	12	14-Mar	david.smith@agrii.co.uk
64	110	Alan hendry	2	14.3.14	alan@dalmark.co.uk
65	111	Mrs Fitzgibbon	10	16/03/2014	geraldinefitzgibbon918@btinternet.com
66	112	J G Williams	5	17-Mar	Jonat213@fsmail.net
67	113	Brian Carey	Meeting room		you have details
68	115	Roger Kilburn	no 2	20-Mar-14	rosakilburn@gmail.com

#### Question 27: If you do not want us to publish your review online...

Answers:

... please select the box

**TOTAL CLICKS**

**TOTAL RESPONSES**

Responses:

8 / 100%

8

8

