

Report Summary - 1st October 2014 - 31st December 2014

Survey: The Montagu Arms Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 393

Created Time/Date: 10:54 25th Oct 2013

Filtered Responses: 80

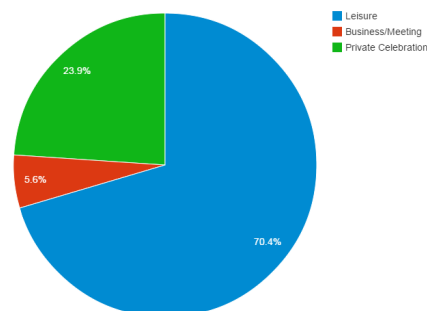
Modified Time/Date: 02:27 3rd Oct 2014

Responses Excluded: 313

Question 1: Why did you stay with us?

Answers: Responses:

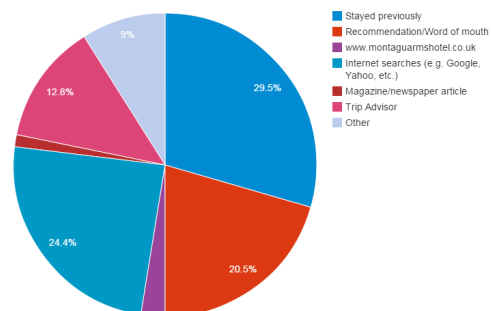
Leisure	50 / 70.4%
Business/Meeting	4 / 5.6%
Wedding or Civil Partnership	0 / 0%
Private Celebration	17 / 23.9%
Other	0 / 0%
TOTAL CLICKS	71
TOTAL RESPONSES	71



Question 2: How did you hear about us?

Answers: Responses:

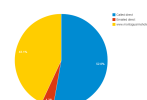
Stayed previously	23 / 29.5%
Recommendation/Word of mouth	16 / 20.5%
The Montagu Arms Hotel emails	0 / 0%
Advertisement	0 / 0%
www.montaguarmshotel.co.uk	2 / 2.6%
Internet searches (e.g. Google, Yahoo, etc.)	19 / 24.4%
Magazine/newspaper article	1 / 1.3%
Organisation booked	0 / 0%
Social Media (e.g. Facebook, Twitter, etc)	0 / 0%
Trip Advisor	10 / 12.8%
Other	7 / 9%
TOTAL CLICKS	78
TOTAL RESPONSES	78



Question 3: How did you make your reservation?

Answers: Responses:

Called direct	38 / 52.8%
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Emailed direct	3 / 4.2%
www.montaguarmshotel.co.uk	31 / 43.1%
Other websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	72
TOTAL RESPONSES	72

Question 4: Did you know that by booking directly via www.montaguarmshotel.co.uk or by phone, you get the best available rates and packages?

Answers:	Responses:
Yes	0 / 0%
No	0 / 0%
TOTAL CLICKS	0
TOTAL RESPONSES	0

Question 5: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at The Montagu Arms Hotel?	42 / 59%	21 / 30%	6 / 8%	1 / 1%	1 / 1%	71	0

Question 6: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at The Montagu Arms Hotel in the future?	31 / 44%	18 / 25%	15 / 21%	6 / 8%	1 / 1%	71	0
recommend The Montagu Arms Hotel to your friends and/or colleagues?	35 / 51%	19 / 28%	8 / 12%	5 / 7%	1 / 1%	68	0

Question 7: How would you summarise your experience at The Montagu Arms Hotel?

TOTAL RESPONSES

64

Question 8: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	58 / 82%	9 / 13%	4 / 6%	0 / 0%	0 / 0%	71	0
The ambience, design and interior decoration appealed to me	38 / 55%	21 / 30%	8 / 12%	0 / 0%	2 / 3%	69	0
The atmosphere was warm and friendly	48 / 72%	19 / 28%	0 / 0%	0 / 0%	0 / 0%	67	0

Question 9: Do you have any other comments regarding your arrival and/or any pre arrival contact?

TOTAL RESPONSES

27

Question 10: 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	24 / 33%	25 / 35%	6 / 8%	12 / 17%	5 / 7%	72	0
There was a good selection of products in my bathroom	28 / 39%	33 / 46%	9 / 12%	1 / 1%	1 / 1%	72	0
The room was cleaned to a high standard	35 / 49%	31 / 44%	3 / 4%	1 / 1%	1 / 1%	71	0

Question 11: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

TOTAL RESPONSES

42

Question 12: Did you dine with us?

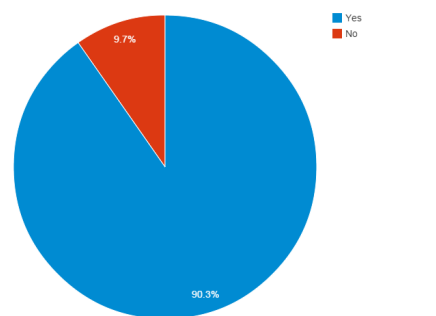
Answers: Responses:

Yes 65 / 90.3%

No 7 / 9.7%

TOTAL CLICKS 72

TOTAL RESPONSES 72



Question 13: Did you use the SenSpa at Careys Manor?

Answers: Responses:

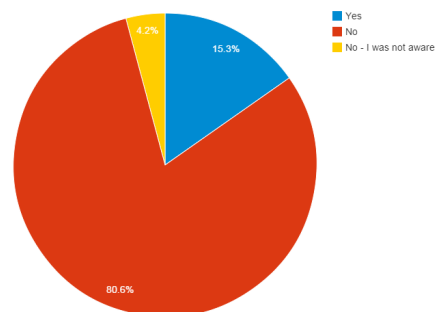
Yes 11 / 15.3%

No 58 / 80.6%

No - I was not aware 3 / 4.2%

TOTAL CLICKS 72

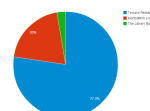
TOTAL RESPONSES 72



Question 14: Where did you dine?

Answers: Responses:

Terrace Restaurant 58 / 77.3%



Monty's Inn	15 / 20%
Kitchen Garden	0 / 0%
The Library Bar	2 / 2.7%
Private Dining	0 / 0%
Function Room	0 / 0%
TOTAL CLICKS	75
TOTAL RESPONSES	75

Question 15: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	52 / 81%	8 / 12%	0 / 0%	3 / 5%	1 / 2%	64	0
The service was friendly & professional	52 / 81%	10 / 16%	1 / 2%	0 / 0%	1 / 2%	64	0
The overall dining experience was exceptional	44 / 69%	12 / 19%	5 / 8%	2 / 3%	1 / 2%	64	0

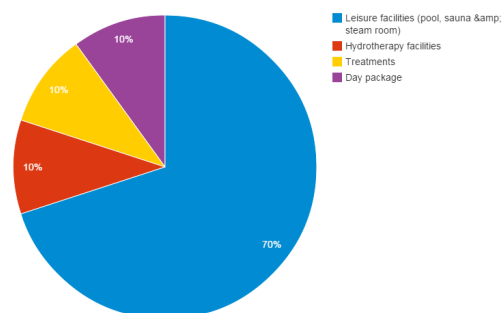
Question 16: Do you have any other comments regarding The Montagu Arms Hotel as a dining venue?

TOTAL RESPONSES

28

Question 17: Why did you visit the SenSpa at Careys Manor?

Answers:	Responses:
Leisure facilities (pool, sauna & steam room)	7 / 70%
Hydrotherapy facilities	1 / 10%
Treatments	1 / 10%
Spa day	0 / 0%
Day package	1 / 10%
TOTAL CLICKS	10
TOTAL RESPONSES	10



Question 18: In regards to the SenSpa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly and professional	3 / 33%	6 / 67%	0 / 0%	0 / 0%	0 / 0%	9	0
The facilities were of a high standard	2 / 22%	5 / 56%	2 / 22%	0 / 0%	0 / 0%	9	0
The quality of the treatments were of a high standard	1 / 20%	1 / 20%	3 / 60%	0 / 0%	0 / 0%	5	0
The overall spa experience was exceptional	2 / 25%	2 / 25%	4 / 50%	0 / 0%	0 / 0%	8	0

Question 19: Do you have any other comments regarding the SenSpa at Careys Manor?**TOTAL RESPONSES**

6

Question 20: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	1	0
We were able to access the internet easily	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Refreshments were delivered as requested	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	1	0
Our business meeting requirements were met	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	1	0

Question 21: Do you have any other comments regarding The Montagu Arms Hotel as a business venue?**TOTAL RESPONSES**

1

Question 22: 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	57 / 80%	13 / 18%	1 / 1%	0 / 0%	0 / 0%	71	0
Were attentive to my needs	52 / 73%	12 / 17%	3 / 4%	3 / 4%	1 / 1%	71	0
Made me feel well looked after	53 / 75%	13 / 18%	2 / 3%	2 / 3%	1 / 1%	71	0

Question 23: Was there any particular member of the team you would like to acknowledge and why?**TOTAL RESPONSES**

29

Question 24: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	25 / 36%	22 / 31%	20 / 29%	1 / 1%	2 / 3%	70	0
The final account was accurate	33 / 47%	23 / 33%	6 / 9%	5 / 7%	3 / 4%	70	0

Question 25: How did your experience with us meet with your expectations?

Answers:

Responses:

Exceeded

27 / 39.1%



Met	29 / 42%
Fell Below	13 / 18.8%
TOTAL CLICKS	69
TOTAL RESPONSES	69

Question 26: Was there anything else that we could have done to enhance your overall experience?

TOTAL RESPONSES

30

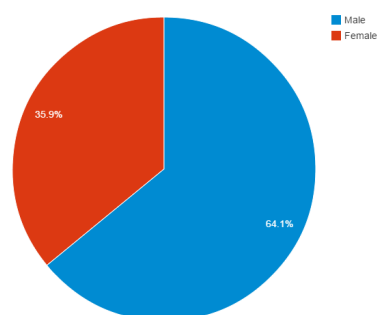
Question 27: Do you have any further comments?

TOTAL RESPONSES

25

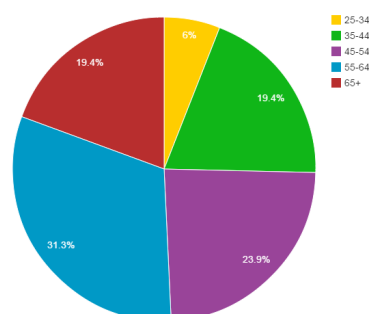
Question 28: What is your gender?

Answers:	Responses:
Male	41 / 64.1%
Female	23 / 35.9%
TOTAL CLICKS	64
TOTAL RESPONSES	64



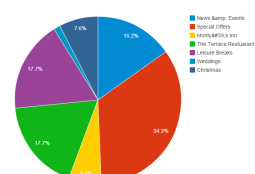
Question 29: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	4 / 6%
35-44	13 / 19.4%
45-54	16 / 23.9%
55-64	21 / 31.3%
65+	13 / 19.4%
TOTAL CLICKS	67
TOTAL RESPONSES	67



Question 30: Would you like to receive any further information from The Montagu Arms Hotel regarding?

Answers:	Responses:
News & Events	12 / 15.2%
Special Offers	27 / 34.2%
Monty's Inn	5 / 6.3%



The Terrace Restuarant	14 / 17.7%
Leisure Breaks	14 / 17.7%
Weddings	1 / 1.3%
Conferences	0 / 0%
Christmas	6 / 7.6%
TOTAL CLICKS	79
TOTAL RESPONSES	79

Question 31: Please complete the following (optional):

Question 32: If you do not want us to publish your review online...

Answers: Responses:

... please select the box

21 / 100%

TOTAL CLICKS

21

TOTAL RESPONSES

21

