

Report Summary - 1st January 2014 - 31st March 2014

Survey: Poets House Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 491

Created Time/Date: 07:31 1st Nov 2013

Filtered Responses: 198

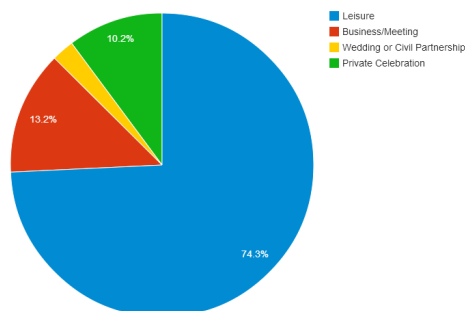
Modified Time/Date: 08:49 29th Mar 2014

Responses Excluded: 293

Question 1: Why did you stay with us?

Answers: Responses:

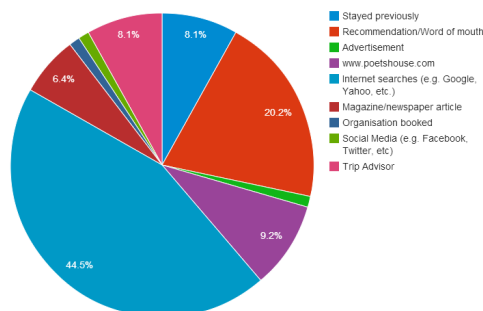
Leisure	124 / 74.3%
Business/Meeting	22 / 13.2%
Wedding or Civil Partnership	4 / 2.4%
Private Celebration	17 / 10.2%
Other	0 / 0%
TOTAL CLICKS	167
TOTAL RESPONSES	167



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	14 / 8.1%
Recommendation/Word of mouth	35 / 20.2%
Poets House emails	0 / 0%
Advertisement	2 / 1.2%
www.poetshouse.com	16 / 9.2%
Internet searches (e.g. Google, Yahoo, etc.)	77 / 44.5%
Magazine/newspaper article	11 / 6.4%
Organisation booked	2 / 1.2%
Social Media (e.g. Facebook, Twitter, etc)	2 / 1.2%
Trip Advisor	14 / 8.1%
Other	0 / 0%
TOTAL CLICKS	173
TOTAL RESPONSES	173



Question 3: How did you make your reservation?

Answers: Responses:

Called direct	58 / 46.8%
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Emailed direct	11 / 8.9%
www.poetshouse.com	55 / 44.4%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	124
TOTAL RESPONSES	124

Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Poets House?	134 / 77%	36 / 21%	4 / 2%	0 / 0%	0 / 0%	174	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Poets House in the future?	96 / 55%	52 / 30%	25 / 14%	1 / 1%	1 / 1%	175	0
recommend Poets House to your friends and/or colleagues?	114 / 69%	43 / 26%	5 / 3%	2 / 1%	1 / 1%	165	0

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

TOTAL RESPONSES

158

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	147 / 86%	21 / 12%	1 / 1%	1 / 1%	0 / 0%	170	0
The ambience, design and interior decoration appealed to me	131 / 77%	36 / 21%	3 / 2%	1 / 1%	0 / 0%	171	0
The atmosphere was warm and friendly	133 / 78%	35 / 20%	3 / 2%	0 / 0%	0 / 0%	171	0

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

TOTAL RESPONSES

86

Question 9: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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The room was luxurious and well appointed	124 / 73%	43 / 25%	1 / 1%	2 / 1%	0 / 0%	170	0
There was a good selection of products in my bathroom	119 / 70%	40 / 24%	6 / 4%	4 / 2%	1 / 1%	170	0
The room was cleaned to a high standard	134 / 80%	30 / 18%	2 / 1%	1 / 1%	0 / 0%	167	0

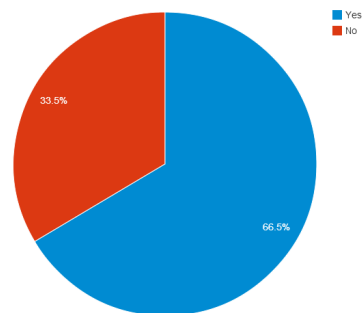
Question 10: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

TOTAL RESPONSES

104

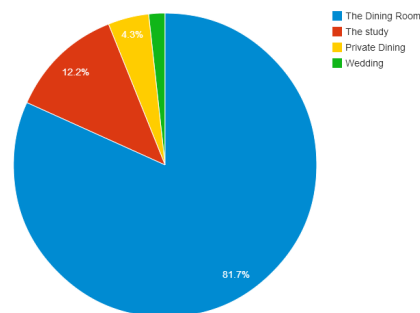
Question 11: Did you dine with us?

Answers:	Responses:
Yes	113 / 66.5%
No	57 / 33.5%
TOTAL CLICKS	170
TOTAL RESPONSES	170



Question 12: Where did you dine?

Answers:	Responses:
The Dining Room	94 / 81.7%
The study	14 / 12.2%
Private Dining	5 / 4.3%
Wedding	2 / 1.7%
TOTAL CLICKS	115
TOTAL RESPONSES	115



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

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	54 / 47%	45 / 39%	10 / 9%	3 / 3%	2 / 2%	114	0
The service was friendly & professional	81 / 71%	30 / 26%	3 / 3%	0 / 0%	0 / 0%	114	0
The overall dining experience was exceptional	48 / 43%	40 / 36%	15 / 13%	7 / 6%	2 / 2%	112	0

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

TOTAL RESPONSES

67

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.)	1 / 6%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	15 / 94%	16	0
We were able to access the internet easily	4 / 24%	5 / 29%	0 / 0%	0 / 0%	0 / 0%	8 / 47%	17	0
Refreshments were delivered as requested	1 / 6%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	15 / 94%	16	0
Our business meeting requirements were met	1 / 6%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	15 / 94%	16	0

Question 16: Do you have any other comments regarding Poets House as a business venue?**TOTAL RESPONSES**

1

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	146 / 85%	24 / 14%	0 / 0%	0 / 0%	1 / 1%	171	0
Were attentive to my needs	138 / 81%	30 / 18%	2 / 1%	0 / 0%	1 / 1%	171	0
Made me feel well looked after	136 / 80%	31 / 18%	2 / 1%	0 / 0%	1 / 1%	170	0

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

79

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	127 / 75%	36 / 21%	4 / 2%	3 / 2%	0 / 0%	0 / 0%	170	0
The final account was accurate	123 / 72%	32 / 19%	1 / 1%	12 / 7%	3 / 2%	0 / 0%	171	0
The final account was easy to understand	121 / 72%	39 / 23%	0 / 0%	6 / 4%	3 / 2%	0 / 0%	169	0

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

Answers:

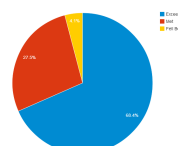
Responses:

Exceeded

117 / 68.4%

Met

47 / 27.5%



Fell Below	7 / 4.1%
TOTAL CLICKS	171
TOTAL RESPONSES	171

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

TOTAL RESPONSES

77

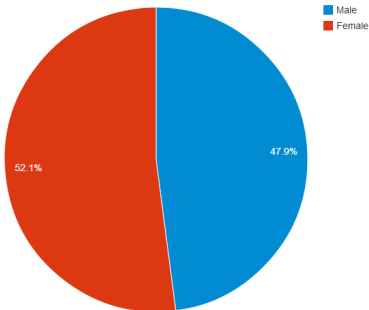
Question 22: Do you have any further comments?

TOTAL RESPONSES

82

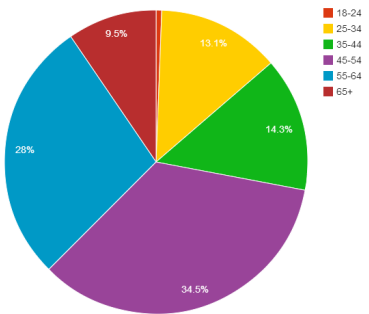
Question 23: What is your gender?

Answers:	Responses:
Male	81 / 47.9%
Female	88 / 52.1%
TOTAL CLICKS	169
TOTAL RESPONSES	169



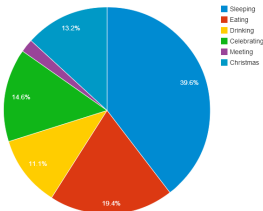
Question 24: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	1 / 0.6%
25-34	22 / 13.1%
35-44	24 / 14.3%
45-54	58 / 34.5%
55-64	47 / 28%
65+	16 / 9.5%
TOTAL CLICKS	168
TOTAL RESPONSES	168



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

Answers:	Responses:
Sleeping	57 / 39.6%
Eating	28 / 19.4%
Drinking	16 / 11.1%
Celebrating	21 / 14.6%



Meeting	3 / 2.1%
Christmas	19 / 13.2%
TOTAL CLICKS	144
TOTAL RESPONSES	144

Question 26: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	294	Skelton	13	28/12/13	Deniss1917@icloud.com
2	295	Wendy Haskins	21	29th Dec	Wentek@hotmail.co.uk
3	296	Louise Bellis	9	29.12.13	Louisembellis@me.com
4	297	Colin Cooper	20	28th December	shineyslug@Gmail.com
5	298	Mathew Anderson & Jenny Packham	9 & 10	22nd December 2013	mathewa@jennypackham.com
6	302	Kate parkin			
7	303	Vanessa Morris	14	30.12.13	ness226@hotmail.com
8	304	Mikhail Polovinkin	14	25/12/2013	polovinkin@outlook.com
9	305	Lily Corbyn-Smith	12	29/12/13	lilycorbynsmith@yahoo.co.uk
10	306	Janet dixon	5	31 December 2013	Dreephm@yahoo.co.uk
11	307	Lesley Kay	14	29/12/2013	lesleypinkorange@yahoo.co.uk
12	308	Mrs D Woodcock	12	2nd January 2014	keith.woodcock600@btinternet.com
13	309	Jennifer Flowers	21	20/12/2013	djfmst@btinternet.com
14	310	Paulene Ford	19	29 December	paulene.ford@hotmail.co.uk
15	311	Shaun Marriott	16	2.1.14	shaun@smfabrications.co.uk
16	315	Michelle Marshall	6 (and 7)	3/1/14	jmmmarshall@btinternet.com
17	317	Nigel Spencer	11	3rd Jan 2014	nigel.spencer@skanska.co.uk
18	318	Rodney Gadd	14	1:1:2014	rgadd@me.com
19	319	Thomas & Sarah Lingard	14	4 January	thomasandsarah@mac.com
20	320	Dr M A Campbell White	10? Cannot remember	20 December	acamwhite@yahoo.co.uk
21	321	Mrs Freeman	17	2/1/201104	graeme3man@gmail.com
22	322	Rob and Lucy norton	16	5/1/2014	Rob.norton@mac.com
23	323	Tony Tooth	2	5/1/14	tonytooth@hotmail.com
24	324	Judith Baron	19		baronjr@hotmail.co.uk
25	325	R graham	20	Jan	
26	326	loxley	5	4-1-2014	loxleypeter@aol.com
27	330	Ryan	Suite 8	29th Dec	ryan.johnson@jwt.com
28	333	Gethryn and Ann Thomas	11	January 6 2014	gethrynthomas@hotmail.co.uk
29	334	Hunter	19		
30	335	Susan Blanter	2	4/1/14	Suecblanter@gmail.com
31	336	David and Rosemary Hall	21	7 Jan 2013	rosehallz@gmail.com
32	337	Michael Azmi-Loe	Suite 20	8 January 2013	mal@azmiassociates.com
33	338	Sue Neale	17	11-01-14	angus.neale@tesco.net

34	339	Des King	13	12 Jan	Desking@btinternet.com
35	340	Adam Lewis	5	12/01/2014	adam.lewis@bestservedc old.com
36	341		3		
37	342	Larsen	Suite 12	Sunday 12 th January 2014	katie@bluskymarketing.co m
38	346	Meghan	17	12.01.14	meghan8186@aol.com
39	347	David Watts	See previous comment	Tuesday 26th November	Wattsey2003@yahoo.co.u k
40	348	Ernest Nelson	21	13 Jan	Ernest.nelson@mail.com
41	352	Alison	14	12 Jan 2014	atolfree@hotmail.com
42	353	Jane Steele	21	12 jan 14	jane.steele@btinternet.co m
43	354	lindley	3	14.01.14	paul@plindley.freeseve.c o.uk
44	355	Carolyn Harrod	19	15/01/14	Carolynharrod04@gmail.c om
45	356	Martin Godfrey	4	16/01/2014	
46	357	Smith	6	17/1/14	
47	358	Pauline Case	9	16 January 2014	pauline.case@ntlworld.co m
48	359	Bill Manville	1	19/1/14	Bill_Manville@compuserv e.com
49	362	Alison French	10	19/1/14	alisonfrench@tiscali.co.uk
50	363	Kelly drew	10	18 January 2014	Kelly.drew@icloud.com
51	364	T Jones	17	19 January 2014	jones.anna@sky.com
52	365	Diane MacLennan	5	19 jan	dianemacLennan1@hotma il.co.uk
53	366	Colin Reed	11	19/01/2014	colin.reed@t-online.de
54	367	Mark Burrows	15	19-Jan-14	markjburrows@btinternet. com
55	369	rob grant	20	19.1.2014	rcg24@omega92.fsnet.co. uk
56	370	Julie smith & Kayleigh fisk	19	18/01/2014	Kayleigh_fisk@hotmail.co. uk
57	371	Gaye kasperuk	7	19/01/14	Gkasperuk@sky.com
58	372	Carol Stacey	3	19th January 2014	carol.cromwellhouse@btin ternet.com
59	373	Wilma Digby	16	19th January 2014	wilmadigby@msn.com
60	374	Kelley Swain	14	19 Jan 2014	kelley.k.swain@gmail.com
61	375	Hulsbus	17	24-1-14	
62	376	Helen Turner		13/01/14	hmt166@gmail.com
63	377	Susan Scrase	12	20.1.14	sue.scrase@hotmail.co.uk
64	379	Jon Canning	7	26.1.2014	jon.canning@gmail.com
65	380	Michelle Foster	15	26/01/14	Michelle_boot@ntlworld.c om
66	381	mr richard williams	19	26th jan 2014	postmaster'suewill.plus.co m
67	382	Danielle Hyman		26/1/14	Hymandanielle@googlem ail.com
68	383	Mrs Julie Morris	Suite 17	Sunday, 26th January 2014	gary.morris23@btinternet. com
69	386	Thornton	19	27/01/14	thornton_cm@hotmail.co m
70	387	Sarah Hopkins	13	29th January	sarah.hopkins@resourceb ank.co.uk
71	388	Davison	9	January 30	bernicedavison1@gmal.c om

72	390	Karen Rowland	21	Friday 31st January	karenrowland593@btinternet.com
73	391	Karen Rowland	21	31st January 2014	karenrowland593@btinternet.com
74	392	Lillie	2	Feb 1 2014	
75	394	Christina hayles	5	2/02/2014	Christanna90@hotmail.com
76	442	Strickland			
77	445	Teresa Brice	5	03/02/2014	brices.piano@gmail.com
78	446	Bernard Morris	7	3rd February 2014	bernard@nortonlodge.tv
79	447	Paul Webb	21	4/2/2014	tpwebb@btinternet.com
80	450	Robert Stopford	13		Rstopford@hotmail.com
81	451	S.Dyble	20	01/02/2014	samantha.dyble@btinternet.com
82	452	Chris Lambert	19	05/02/2014	Chislambert137@btinternet.com
83	453	Michael Scott	11	03/02/2014	m.scott140@btinternet.com
84	454	mcmath	13	6th feb 2014	alwyn99@live.com
85	457	Ward	14	7th February	ford.house@btinternet.com
86	458	Stuart Peate	11	08/02/2014	sjp@woodcuttersbarn.plus.com
87	459	Mark Lawrence	6	08-Feb-14	marklawrence82@hotmail.com
88	460	Karen Noice	Suite 21	07.02.14	
89	461	Mr & Mrs Gibb	19	09/02/2014	reader,terry@btinternet.com
90	464	Georgina wistow	14	09-Feb	Gwistow@yahoo.com
91	466	(Philip) Ian Ashcroft	10	09/02/2014	ianashcroft@aol.com
92	467	Anderson	6	09-Feb	Kathleenmariedalby@yahoo.co.uk
93	468	Anthony Angel	17	10/02/2014	anthony7108@talktalk.net
94	470	Jo and Paul Hemsley	11	11/02/2014	johemsley4@gmail.com
95	472	Laura McLean	7	11-Feb-14	laura.mclean@jdrcables.com
96	474	Jamie Winder	13	12/02/2014	jamie.winder@panalpina.com
97	475	Anthony Bird	15	10/02/2014	anthonybird2002@yahoo.co.uk
98	476	Tracey O'Donnell	Suite 3	14-Feb-14	todonnell@uk.ey.com
99	477	Andrew Gilbert	9	14-Feb-14	Judithiles@hotmail.co.uk
100	479	Langham	8	17.2.14	Louiselangham@aol.com
101	480	Rosalind Hare	1	Monday 17th Feb	rosalind_hare@hotmail.com
102	481	Jellinek	12	18/02/2014	jake@jellinek.com
103	482	evans	20	18.2.14	andrew.evans650@btinternet.com
104	483	Lister	22	18:02:14	Emmalister29@hotmail.co
105	484	Igor Orlov	1	19-Feb-14	Igor_orlov@yahoo.com
106	485	WASTELL	7	19/02/2014	jennywastell@hotmail.com
107	486	David Mearns	5	20/02/2014	david.mearns@potterlogistics.co.uk
108	487	Ormerod	Suite 2		
109	488	Celia Melia	Room 12	February 19th	celia_melia@hotmail.com
110	489	Les Moriarty	14	20/02/2014	lesmoriarty2@me.com

111	490	G M Garland	21	19/02/2014	gra.garland@btinternet.com
112	492	Angela merchant	2	13/02/2014	Angelajill64@icloud.com
113	493	Phipps	3	22/02/2014	ian-hipps@sky.com
114	495	Lines	1	23-Feb-14	richard.lines@sesotec.co.uk
115	496	Megan Fairley	17	23/02/2014	meganfairley86@hotmail.co.uk
116	497	Michael Cheetham	2	23rd February 2014	cheets@f2s.com
117	501	Mairi Salters	11	21-Feb-14	Mairi.howse@ntlworld.com
118	502	Joanne Huggins	8	22/02/2014	ajethuggins@aol.com
119	503	Lisa Hawkins	19	22-Feb-14	thehawkins@ntlworld.com
120	504	Hovell	19 and 20	23rd February 2014	ajhovell@btinternet.com
121	505	Harvey Baker, please do not put this info online	14 and 23	Wed 26 Feb 2014	imaginationcrafts@btinternet.com
122	506	Dena Marshall			
123	508	Tjalling De Boer		26.2.14	
124	509	phillippa jackson	15	27th february 2014	darren.critchell863@ntlworld.com
125	513	Peter Horsburgh	20	01/03/2014	P1h@hotmail.co.uk
126	515	Sam Dymond	15	02/03/2014	sdymond10@gmail.com
127	516	Jane and Simon Culling	14	15/02/2014	jane.culling@devon.gov.uk
128	517	Michelle Hanson	8	04/03/2014	Michellerider@hotmail.co.uk
129	518	Derrick Simpson	Suite 10	3rd March 2014	derricksimpson@btinternet.com
130	519	J Webber	9		
131	520	Carina May	6	09/03/2014	carinamay@hotmail.com
132	522	William Darbshire	16	09/03/2014	
133	523	Page	9	10/03/2014	David58@hotmail.co.uk
134	525	Sarah middleton	16	12/03/2014	Sarahmiddleton102@hotmail.com
135	526	Tierney	11	02/03/2014	
136	529	Ben Barnes & Lisa Hellyar	14	16/03/2014	ben_barnes@live.co.uk
137	530	Katy Fellows	15	15/03/2014	katy_fellows@tiscali.co.uk
138	532	Mrs E Crow	17	17/03/2014	eve.crow@btinternet.com
139	534	Colin Reed	21	16/03/2014	colin.reed@t-online.de
140	535	Steve Smith	20	18/03/2014	smithstever@gmail.com
141	536	Laura Roling		17/03/2014	L.Roling@comicrorelief.com

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

Answers:

... please select the box

TOTAL CLICKS

TOTAL RESPONSES

Responses:

63 / 100%

63

63

■ ... please select the box

