



Report Summary - 8th April 2015 - 12th April 2015

Survey: Hotel Maiyango Dining Experience Survey

Status: **Launched**

Total Responses: 81

Created Time/Date: 06:01 4th Oct 2014

Filtered Responses: 5

Modified Time/Date: 14:15 18th Feb 2015

Responses Excluded: 76

Question 1: How would you rate...

| | Excellent | Good | Fair | Poor | Very Poor | Total Responses | Not Answered |
|--|-----------|---------|--------|--------|-----------|-----------------|--------------|
| your overall experience at Hotel Maiyango? | 3 / 60% | 2 / 40% | 0 / 0% | 0 / 0% | 0 / 0% | 5 | 0 |

Question 2: How likely are you to...

| | Definitely Yes | Yes | Maybe | No | Definitely Not | Total Responses | Not Answered |
|---|----------------|---------|--------|--------|----------------|-----------------|--------------|
| dine at Hotel Maiyango in the future? | 4 / 80% | 1 / 20% | 0 / 0% | 0 / 0% | 0 / 0% | 5 | 0 |
| recommend Hotel Maiyango to your friends and/or colleagues? | 4 / 80% | 1 / 20% | 0 / 0% | 0 / 0% | 0 / 0% | 5 | 0 |

Question 3: How would you summarise your dining experience at Hotel Maiyango?

Result Set: Response ID: Answers:

| | | |
|---|----|---|
| 1 | 91 | The best meal celebration we had so far brilliant experience |
| 2 | 92 | Faultless service and delicious food. Particularly enjoyed the cocktails. Excellent value for money and an overall fantastic dining experience. |
| 3 | 93 | Not perfect but head and shoulders above anything else in the city for food and atmosphere (i.e. the case). |
| 4 | 94 | Generally a lovely atmosphere. The toilets are a bit of a carpenter's project in places which was a bit of a shock and the waitress's knowledge of the dishes was a bit brief but the food was exceptional. |
| 5 | 95 | Great cocktail menu, attentive staff and delightful cuisine |

TOTAL RESPONSES

5

Question 4: In regards to your dining experience...

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | Total Responses | Not Answered |
|--|----------------|--------|----------------------------|----------|-------------------|-----------------|--------------|
| The booking process was clear and simple | 4 / 100% | 0 / 0% | 0 / 0% | 0 / 0% | 0 / 0% | 4 | 0 |
| We received a warm welcome | 4 / 100% | 0 / 0% | 0 / 0% | 0 / 0% | 0 / 0% | 4 | 0 |
| The food was excellent | 4 / 100% | 0 / 0% | 0 / 0% | 0 / 0% | 0 / 0% | 4 | 0 |

| | | | | | | | |
|--|---------|---------|---------|--------|--------|---|---|
| There was a good range of wines available | 2 / 50% | 1 / 25% | 1 / 25% | 0 / 0% | 0 / 0% | 4 | 0 |
| There was a good range of cocktails available | 3 / 75% | 1 / 25% | 0 / 0% | 0 / 0% | 0 / 0% | 4 | 0 |
| The atmosphere, lighting and music suited the experience | 3 / 75% | 1 / 25% | 0 / 0% | 0 / 0% | 0 / 0% | 4 | 0 |

Question 5: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1 91 All of them

2 95 Cannot recall name of waitress serving food. She was great.

TOTAL RESPONSES

2

Question 6: Do you have any other comments regarding Hotel Maiyango as a dining venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 7: How did you hear about us?

Answers: Responses:

Stayed previously 3 / 75%

Recommendation/Word of mouth 1 / 25%

Hotel Maiyango emails 0 / 0%

Advertisement 0 / 0%

www.maiyango.com 0 / 0%

Internet searches (e.g. Google, Yahoo, etc.) 0 / 0%

Magazine/newspaper article 0 / 0%

Organisation booked 0 / 0%

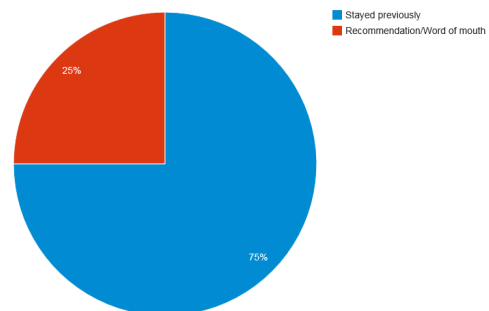
Social Media (e.g. Facebook, Twitter, etc) 0 / 0%

Trip Advisor 0 / 0%

Other 0 / 0%

TOTAL CLICKS 4

TOTAL RESPONSES 4



Question 8: What is your gender?

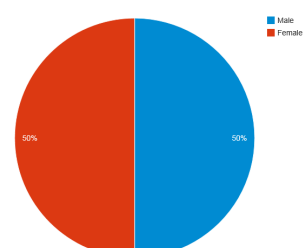
Answers: Responses:

Male 2 / 50%

Female 2 / 50%

TOTAL CLICKS 4

TOTAL RESPONSES 4



Question 9: Which of the following ranges includes your age?

Answers: Responses:

Under 18 0 / 0%

18-24 0 / 0%

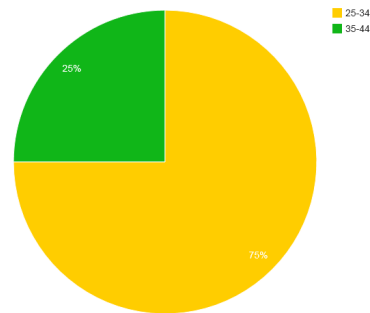
25-34 3 / 75%

35-44 1 / 25%

45-54 0 / 0%

55-64 0 / 0%

65+ 0 / 0%

TOTAL CLICKS 4**TOTAL RESPONSES** 4

Question 10: Please complete the following (optional):

| Result Set: | Response ID: | Guest Name:: | Departure date:: | Email Address:: |
|-------------|--------------|---------------|------------------|---------------------------|
| 1 | 91 | Maggie Mazur | 6/04 | margotka24@hotmail.com |
| 2 | 92 | Rachel Winter | 9/4/15 | Rachel.skinner@talk21.com |
| 3 | 95 | Mark Smith | 10th April | Mark@mesmith.co.uk |

Question 11: Would you like to receive any further information from Hotel Maiyango regarding?

Answers: Responses:

Sleeping 2 / 40%

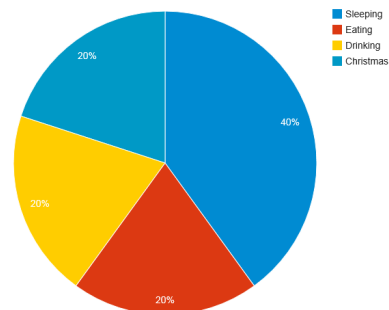
Eating 1 / 20%

Drinking 1 / 20%

Celebrating 0 / 0%

Meeting 0 / 0%

Christmas 1 / 20%

TOTAL CLICKS 5**TOTAL RESPONSES** 5

Question 12: If you do not want us to publish your review online...

Answers: Responses:

... please select the box 1 / 100%

TOTAL CLICKS 1**TOTAL RESPONSES** 1