



Report Summary - 1st January 2015 - 31st March 2015

Survey: The Talbot Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 2810

Created Time/Date: 08:40 8th Nov 2013

Filtered Responses: 39

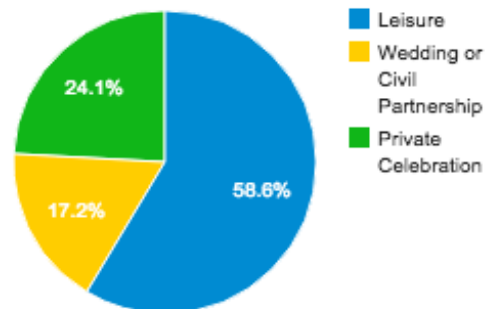
Modified Time/Date: 09:16 23rd Jan 2015

Responses Excluded: 2771

Question 1: Why did you stay with us?

Answers: Responses:

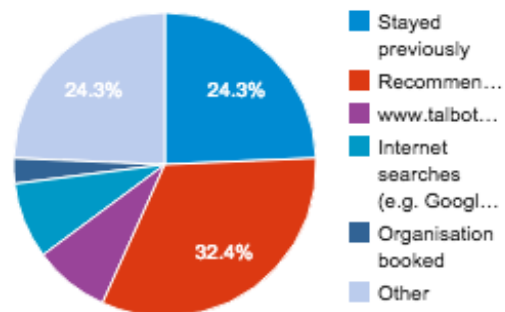
Leisure	17 / 58.6%
Business/Meeting	0 / 0%
Wedding or Civil Partnership	5 / 17.2%
Private Celebration	7 / 24.1%
Other	0 / 0%
TOTAL CLICKS	29
TOTAL RESPONSES	29



Question 2: How did you hear about us?

Answers: Responses:

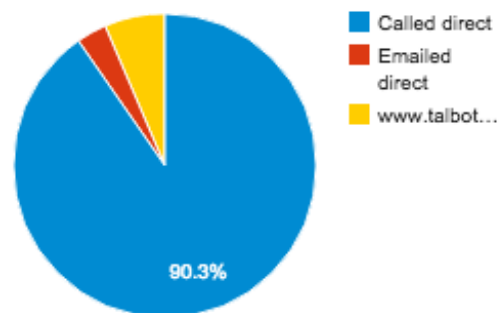
Stayed previously	9 / 24.3%
Recommendation/Word of mouth	12 / 32.4%
The Talbot Hotel emails	0 / 0%
Advertisement	0 / 0%
www.talbotmalton.co.uk	3 / 8.1%
Internet searches (e.g. Google, Yahoo, etc.)	3 / 8.1%
Magazine/newspaper article	0 / 0%
Organisation booked	1 / 2.7%
Social Media (e.g. Facebook, Twitter, etc)	0 / 0%
Trip Advisor	0 / 0%
Other	9 / 24.3%



Answers:	Result Set:
James Martin mentioned it on programme!	2783
wedding invitation	2787
Gift experience	2788
Wedding invitation	2792
Partner	2796
Noted James Martin is Executive Chef	2800
Invited guest	2802
Knowing James Martin was the head chef	2808
Won a voucher to stay	2810
TOTAL CLICKS	37
TOTAL RESPONSES	37

Question 3: How did you make your reservation?

Answers:	Responses:
Called direct	28 / 90.3%
Emailed direct	1 / 3.2%
www.talbotmalton.co.uk	2 / 6.5%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	31
TOTAL RESPONSES	31



Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience the Talbot Hotel?	21 / 68%	9 / 29%	1 / 3%	0 / 0%	0 / 0%	31	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at the Talbot Hotel in the future?	16 / 52%	11 / 35%	2 / 6%	1 / 3%	1 / 3%	31	0
recommend the Talbot Hotel to your friends and/or colleagues?	16 / 55%	9 / 31%	2 / 7%	2 / 7%	0 / 0%	29	0

Question 6: How would you summarise your experience at the Talbot Hotel?

Result Set:	Response ID:	Answers:
1	2778	It's a lovely hotel, with an extraordinary restaurant. It's in a great town and serves as a great base for the North Yorkshire area.

2	2779	We had a fantastic stay, the only thing I would change is the dog friendly policy, my wife suffers from pet hair allergies and we found the room set off her Asthma as dogs had previously been in the room.
3	2781	Attentive and friendly staff in lovely surroundings. Food outstanding.
4	2782	Very good all round and the dog had a wonderful time. If mr James Martin had been in attendance i think i would have to have commented about his use of the words Yorkshire portions on his tv programs.
5	2783	I wanted to treat my parents to a country house hotel in between xmas and new year. The setting was perfect as it was so cold outside we just loved the log fires in the drawing room. My mum is a James Martin "fan" so to eat in his restaurant just made the stay more special. The rooms were perfect too and my parents' room was huge!
6	2785	Our overall experience was excellent. We found the staff to be courteous and helpful. We thoroughly enjoyed our meal in the restaurant and the chef willingly changed two courses of the tasting menu to suit our needs. The only negative comment I can make is that after choosing two different wines they were both unavailable and there was a droning noise which could be heard from our bathroom both of which we felt were fairly insignificant.
7	2786	Relaxing with very enjoyable bar areas. Excellent staff.
8	2787	Very good venue for the wedding, in my opinion, everything went and I enjoyed the day.
9	2788	You were made to feel very welcome from both staff and guests. Nothing was too much trouble for the staff. Looking forward to our next visit
10	2789	Excellent food, rooms very good, staff very friendly, will certainly visit again
11	2790	Very enjoyable
12	2791	Excellent food, lovely accommodation and friendly ,helpful staff .
13	2793	So relaxing! The staff were superb, kind and couldn't do enough for us! It's mine and my Husband's favourite place to come for a night away. Oh and of course such beautiful food even down to the bread and butter.
14	2794	very friendly and nice relaxed setting
15	2795	The room was excellent, of a very high standard, very spacious and had everything u could ask for, lovely powerful shower, lots of storage, and even a settee! Had a good/cosy feel. Bit disappointed there wasn't tea/coffee available in the room, you could request this but not as convenient. The cooked breakfast was not as great as I was expecting, a bit dry without any beans, poached egg wasn't runny and the meal didn't seem very hot when it arrived at our table.
16	2796	Total quality, friendly staff
17	2797	We came in May for our birthdays and then we treated our children for Christmas we are looking for a good deal this year for our friends 50th birthday hope you can accommodate us
18	2798	Very relaxing. Friendly and efficient
19	2800	Absolutely superb, one minor issue dealt with impeccably by the general manager. Excellent food, beautiful wine, outstanding surroundings, can't wait to come back.
20	2802	Majority of staff friendly and helpful. Bedlinen and towels need improving in quality and updating. Breakfast dry.
21	2803	It was a very peaceful and relaxing experience. The staff are extremely well trained and went out of their way to make our stay pleasurable.
22	2804	A fabulous experience of Christmas away from home for the first time
23	2806	we spent xmas with you and had a relaxing time
24	2807	Our stay over the Christmas period was excellent, however it would have been nice to have some kind of 'entertainment', may be someone playing the piano in the bar on an evening to break the ice for the people that would have liked to socialise with other guests a bit more. People only really started to talk to each other on the morning they were leaving and 2 or 3 of these said the same thing.
25	2808	Friendly staff, good food excellent location and grounds, disapointed that we were not told that Chef Martin would not be there but was told that he often works there, finding out when we were there that he only pops in approx every 5 - 6 weeks, this we booked for my wifes birthday as she is a great fan of Chef martin.
26	2809	Hotel and room good, tasting menu in restaurant, ok but below our expectations
27	2810	The rooms at the Talbot Hotel and the Hotel itself were lovely. The staff however seemed inexperienced particularly in the dining room. We Paid £40+ for a bottle of red wine that was too cold and the waitress said would we like it putting on the shelf above a radiator to warm it up! We also had to wait 10 minutes for our wine to be opened whilst we sat at the table not drinking anything not really what we would expect at an establishment like this and considering the prices we were paying. The food was average we live near to the 3 Acres in Huddersfield and i was expecting food of a similar standard and am a massive fan of James Martin but i was slightly disappointed. The Bar staff seemed super on the ball and very polite and very much seemed to take pride in their service. Another little tip would be to have tea and coffee making facilities in the room which we were very surprised weren't there. A lovely night away with my husband but sadly I don't think we'll be rushing back.
28	2811	Nice evening
29	2812	On a cold snowy January day it was very warm and welcoming. We were also upgraded to a suite which was wonderful. The evening meal was very special, congrats to the chef!
30	2813	Delightful short break in which we were looked after well by the Talbot Hotel team.
31	2815	The whole stay was very enjoyable.

TOTAL RESPONSES

31

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	25 / 81%	4 / 13%	2 / 6%	0 / 0%	0 / 0%	31	0
The ambience, design and interior decoration appealed to me	16 / 53%	11 / 37%	2 / 7%	1 / 3%	0 / 0%	30	0
The atmosphere was warm and friendly	20 / 67%	8 / 27%	2 / 7%	0 / 0%	0 / 0%	30	0

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

Result Set: Response ID: Answers:

1	2778	No.
2	2782	No
3	2783	No as we couldn't fault it
4	2786	no
5	2793	All wonderful from the minute we arrived to the minute we left. Thank you all.
6	2794	None
7	2795	The booking process over the phone was simple and the staff seemed friendly. However, when we got there the reception area is not apparent and we walked past it. The only staff member I saw was a man in the bar on his phone and he didn't seem very attentive until I asked where to go, the young lady who showed us to our room seemed better.
8	2797	We have enjoyed every moment staying at your hotel would recommend always to family and friends look forward to seeing your this year
9	2798	Arrived early but offered coffee in the bar while we waited
10	2802	No
11	2803	Our arrival experience was above expectations and it was good to be greeted by David Macdonald who made us feel very welcome and at home.
12	2804	We arrived early and were offered coffee in the bar while we waited for our room
13	2808	Only could have been told that Chef Martin was not going to be there and not led to believe that he might show up.
14	2812	We were met straight away, shown to our room and offered tea or coffee which was very welcoming.
15	2813	The girl on reception was great. Professional and friendly

TOTAL RESPONSES

15

Question 9: In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	15 / 48%	14 / 45%	2 / 6%	0 / 0%	0 / 0%	31	0
There was a good selection of products in my bathroom	13 / 42%	16 / 52%	2 / 6%	0 / 0%	0 / 0%	31	0
The room was cleaned to a high standard	18 / 58%	13 / 42%	0 / 0%	0 / 0%	0 / 0%	31	0

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

Result Set: Response ID: Answers:

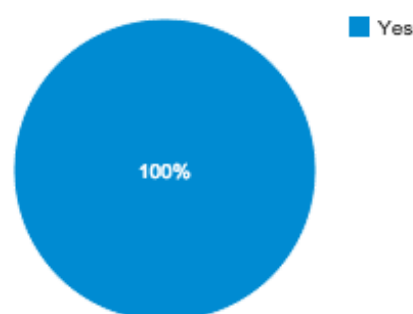
1	2778	I think we were in room no. 9. It would be nice to be able to make tea/coffee in the room, although that said the tea that is brought up to the room by the staff is very good.
2	2779	Dog friendly policy. As an 'upmarket' hotel is this really necessary, allowing dogs in rooms can only cause cleanliness issues especially for allergy sufferers.
3	2782	room No 22 The carpet could have done with cleaning.
4	2785	Please see previous comment regarding room 22
5	2786	Room 11. The sash windows rattled, but i suppose this is due to their age.
6	2790	Yes it was freezing it might have been nice if the heating had been on before our arrival
7	2794	No
8	2797	Room no 3 me and my husband had a great stay when we came in May the stairs were an issue for him this time it was great our kids stayed on the top floor they are younger than us so no problems
9	2802	Rockingham - unsure of the room number. Bedsheet and towels not luxurious.
10	2803	There were only 5 hangers in the wardrobe so we had to request more. The bathroom was a tight squeeze and I would recommend replacing the plastic shower curtain with a glass screen. When you shower, the shower curtain clings to you!
11	2808	23 No issues
12	2810	27 Tea and coffee facilities would be good searched high and low and couldn't find any.
13	2811	17 - A bit difficult to get to the toilet paper as we were nearly sitting on it
14	2812	Room 16. Huge! Lovely room altogether. The bed was very comfy!

TOTAL RESPONSES

14

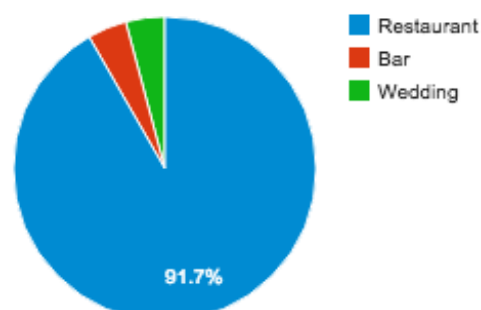
Question 11: Did you dine with us?

Answers:	Responses:
Yes	30 / 100%
No	0 / 0%
TOTAL CLICKS	30
TOTAL RESPONSES	30



Question 12: Where did you dine?

Answers:	Responses:
Restaurant	22 / 91.7%
Bar	1 / 4.2%
Private Dining	0 / 0%
Wedding	1 / 4.2%
TOTAL CLICKS	24
TOTAL RESPONSES	24



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

Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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The food was excellent	17 / 57%	9 / 30%	3 / 10%	1 / 3%	0 / 0%	30	0
The service was friendly & professional	20 / 67%	6 / 20%	2 / 7%	2 / 7%	0 / 0%	30	0
The overall dining experience was exceptional	15 / 50%	10 / 33%	2 / 7%	3 / 10%	0 / 0%	30	0

Question 14: Do you have any other comments regarding the Talbot Hotel as a dining venue?

Result Set: Response ID: Answers:

1	2778	It has one of the best restaurants we've ever been in, and we're very well traveled.
2	2781	It was a quiet night prior to arrival of a wedding party the next day, and it was nice that we were able to eat in the small dining room rather than a large empty room.
3	2782	Yorkshire portions, i think not
4	2783	Perfect !
5	2785	Please see previous comment
6	2786	We enjoyed all the food in both our sittings in the restaurant. However, i was a bit disappointed with the butternut squash main course. The ingredients in this dish, and their quantity on the plate, did not justify the cost or fill the stomach. This was in contrast to the other dishes sampled, which we deemed as being adequately proportioned and priced.
7	2789	Very good
8	2790	Didn't really like the starter menu and asked for a salad. Was served green leaves with no dressing very disappointing. If eye stayed again w would probably not dine every night in the restaurant.
9	2794	No
10	2797	My daughter wounded what that beetroot desert was all about but food amazing
11	2800	Excellent
12	2803	The quality of the food was superb at all meals
13	2808	No issues with the service but after dining we stayed at our table and ordered several bottles of wine and was quickly asked to be quiet as there were people above us, we were and are not load people
14	2810	Disappointing see previous comments
15	2811	We dined at Chef's Table at cookery school in the evening but had breakfast in your restaurant. Took half an hour to take our order and another half an hour for it to be served, all the tables were being cleared away, we weren't the last in, and we weren't by any means late.
16	2812	The tables were not too close together and as it was not full that Sunday evening people were well spaced out.

TOTAL RESPONSES

16

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.)	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Refreshments were delivered as requested	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 16: Do you have any other comments regarding the Talbot Hotel as a business venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

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	22 / 71%	6 / 19%	3 / 10%	0 / 0%	0 / 0%	31	0
Were attentive to my needs	20 / 62%	9 / 28%	1 / 3%	2 / 6%	0 / 0%	32	0
Made me feel well looked after	18 / 58%	10 / 32%	1 / 3%	2 / 6%	0 / 0%	31	0

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

Result Set: Response ID: Answers:

1	2778	All of your staff are very, very good but there were two that particularly took care of us this time. The first I don't know her name, but she was on reception when we arrived and frequently throughout. We arrived on Sunday 21st December at approximately 6.15 so you should be able to trace back. She was exceptionally attentive and couldn't do enough for us. The other was a girl called Amy I believe who worked in the Bar. She was very friendly, very nice, knew her job very well and really looked after us.
2	2781	I don't know his name. He was serving in the bar before dinner; I think he was the duty manager. Friendly and helpful in the bar. When I asked for a "rusty nail" he couldn't remember the recipe. Instead of pretending, he just asked me what it is. When the wine we ordered by the glass was off, he came immediately and recommended something similar. When he discovered that we were celebrating our wedding anniversary he produced a couple of glasses of sparkling wine; a nice touch.
3	2782	Duty manege very good at his job
4	2786	One of the bar managers did make us feel especially welcome. His knowledge of the large array of gin on offer was informative and entertaining.
5	2790	Unfortunately don't tecall the name of our waitress on the second evening but she was excellent
6	2797	All the staff were amazing can not wait to come back
7	2800	The breakfast and lunch supervisor over Christmas really did everything she could to make our stay special, she was happy to have a little chat but without imposing and was extremely attentive to our requirements.
8	2802	Francesca & (I think the other ladies name was) Kerry
9	2803	David Macdonald was exceptional and attentive at all times
10	2804	The receptionist on the morning we checked out (day after boxing day). I asked if I could have copies of the Christmas Day and Boxing Day menus to keep which she printed for me. She was very busy checking lots of guests out at the same time
11	2806	the restaurant manager Dominic was very good and helpful
12	2808	Chap who told us to be quiet was fairly rude, didnt get his name but we did speak to another chap who said he was a manager
13	2810	Bar staff were super very friendly and professional.
14	2812	All very friendly and pleasant.

TOTAL RESPONSES

14

Question 19: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	9 / 31%	11 / 38%	9 / 31%	0 / 0%	0 / 0%	29	0
The final account was accurate	15 / 54%	12 / 43%	0 / 0%	1 / 4%	0 / 0%	28	0

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

Answers:	Responses:
Exceeded	15 / 51.7%
Met	11 / 37.9%
Fell Below	3 / 10.3%
TOTAL CLICKS	29
TOTAL RESPONSES	29

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

Result Set:	Response ID:	Answers:
1	2778	I don't think so.
2	2779	Ban dogs
3	2781	A small thing. It was a surprise to find that both the white and red wines that we ordered by the glass were out of stock. It would not be too difficult to keep the wine list up to date - even if only with a handwritten note.
4	2782	No
5	2786	No
6	2788	No not at all it was an enjoyable stay just wished we could have stayed longer.
7	2790	You missed our newspaper on the first morning which frustrated my husband only a little thing
8	2791	Sky sports !!!
9	2794	Serve Guinness in bar
10	2797	No
11	2800	A small biscuit/treat served with teas and coffees would have been the icing on the cake.
12	2803	No
13	2804	My husband was disappointed with the full English breakfast which he felt was below the standard expected for a quality hotel. Sausage lacking flavour and tomato undercooked.
14	2806	as it was xmas it may have been an idea to introduce guests to each other
15	2808	I have put fell below but this is not a reflection on the service, hotel or our experience it was purely that Chef Martin was not there after being told prior to booking that he is the head chef and is often there, not exactly true
16	2809	Better tasting menu, 2 courses good, starter and fish, main was average, sorbet and sweet were poor
17	2810	See previous comments
18	2812	No
TOTAL RESPONSES		18

Question 22: Do you have any further comments?

Result Set:	Response ID:	Answers:
1	2778	Not really. This was our third visit to the Talbot, and we fully intend to return so that should tell you all you need to know.
2	2779	Great stay, really enjoyed it, food was fantastic (dog policy only minor gripe, we're not dog people)
3	2781	Last time we stayed I had reason to submit critical comments about service in the dining room, both at dinner and at breakfast, I hope in a constructive way. Those problems had been eliminated to the extent that we felt really well looked after (almost as though you saw us coming).
4	2782	Loved the place and will be back again
5	2786	Congratulations on such a good choice of gin at the bar!
6	2789	Hopefully will visit again this year along with the daughter who booked the xmas break, looking forward to it
7	2790	Your tea service is excellent
8	2794	None
9	2797	Been to a lot of top class places Tom kerriage hand of flowers the garden Ramsey so close to London but never felt so

relaxed as the talbots

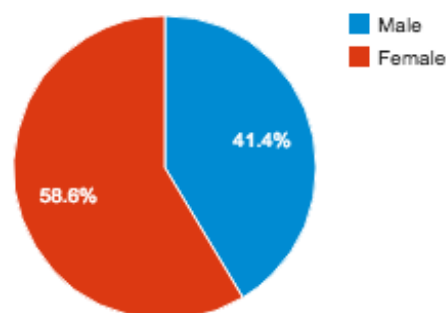
10	2800	It seemed a little unusual the residents could order tea and coffee to their room without charge but in the bar/atrium/drawing room full price was charged, perhaps free for residents full stop or a special price for residents?
11	2803	Our original account excluded all of our drinks and we had to request an update but once it came it was accurate. Perhaps look at administration. There was also confusion regarding our Christmas lunch booking. We requested a 15.00 sitting which was confirmed to us in writing by the hotel on two occasions . The Restaurant manager didn't handle the situation very well but made up for it later.
12	2808	No other comments
13	2810	You have a lovely hotel there are just a few points that let it down as I have said in previous comments which is such a shame as it could be super.
14	2812	The stay was given to us as a gift and it was a great experience. Thankypu

TOTAL RESPONSES

14

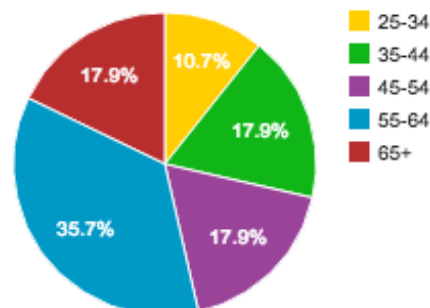
Question 23: What is your gender?

Answers:	Responses:
Male	12 / 41.4%
Female	17 / 58.6%
TOTAL CLICKS	29
TOTAL RESPONSES	29



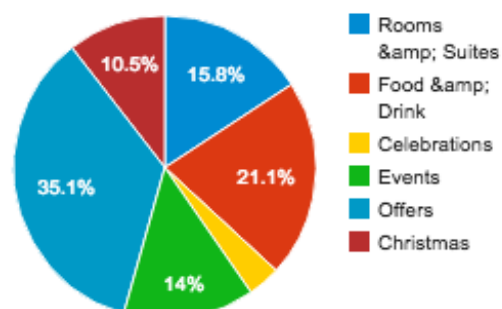
Question 24: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	3 / 10.7%
35-44	5 / 17.9%
45-54	5 / 17.9%
55-64	10 / 35.7%
65+	5 / 17.9%
TOTAL CLICKS	28
TOTAL RESPONSES	28



Question 25: Would you like to receive any further information from the Talbot Hotel regarding?

Answers:	Responses:
Rooms & Suites	9 / 15.8%
Food & Drink	12 / 21.1%
Celebrations	2 / 3.5%
Events	8 / 14%
Business	0 / 0%
Offers	20 / 35.1%
Christmas	6 / 10.5%



TOTAL CLICKS	57
TOTAL RESPONSES	57

Question 26: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	2778	Vincent Brightling	9	24/12/'14	vincentbrightling@gmail.com
2	2781	Paddy Neligan	I don't recall	19.12.14	paddy.neligan@btopenworld.com
3	2782	R Leatham	22		info@jlslimited.co.uk
4	2783	Amanda Hollingworth	14	28.12.14	ahollingworth@inghamslaw.co.uk
5	2785	Christine Barns	Room22	30th December	chrisbarns@hotmail.com
6	2786	Michael Turner	11	22.12.14	michael.turner@integralbcs.co.uk
7	2787	MRS PATRICIA LOFTHOUSE	14	20 12 14	
8	2788	Gillian A Garnett	6	29th December 2014	gilliananne.garnett@gmail.com
9	2789	Peter connor	23	23 December 14	Peter943@hotmail.co.uk
10	2790	Hamilton	Watson?	23/12	badger1066@badger1066.karoo.co.uk
11	2791	Roy Madders	24 27	27December	Roy Madders@Hotmail.com
12	2793	Elizabeth Hay		22.12.14	ehay@hesslefederation.com
13	2794	Ramon puig	18?	22/12/15	Ramon@advicenetwork.uk.com
14	2796	Barry nuttall	5	19/12/14	Nuttall.barry@yahoo.co.uk
15	2797	Thomas	3 and two other rooms on the top floor	21 December 201;	Peter.lynne.thomas@sky.com
16	2800	Gemma Bean	18	27.12.2014	Gemh_85@yahoo.co.uk
17	2803	Sorcha Dowdall	7	December 27, 2014	sorchadowdall@hotmail.com
18	2804	Amanda Evans	12?	27 December 204	acevans@hotmail.co.uk
19	2806	Mike Jones & Victoria Bartlett	3	27-12-2014	victoriajbartlett@icloud.com
20	2808	Peter Newell not Mewell	23, 25 & 22	18th Jan 2015	peternewell24@hotmail.com
21	2810	Gibson	27	17th Jan 2015	Kvg111@hotmail.com
22	2811	Standard-Sheader	17	17.01.15	sue.standard-sheader@deepseapl.com
23	2812	Waddington	16	19.01 15	gillandmikewaggington@hotmail.co.uk
24	2813	Pooley	?	?	Pooleyandrew@hotmail.com

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

Answers:	Responses:
... please select the box	11 / 100%
TOTAL CLICKS	11
TOTAL RESPONSES	11

