



Respondent details:

Fully completed? Yes

Date completed/last update: 15:24 13th Nov 2013

RID 41

Why did you stay with us?

Answers:	Responses:
Leisure	
Business	✓
Wedding or Civil Partnership	
Spa break	
Private Celebration	
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation	
The Marcliffe Hotel & Spa Emails	
Advertisement	
www.marcliffe.com	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Word of mouth	
Organisation booked	✓
Promotion with other company	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	

How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	✓
www.marcliffe.com	

Other websites (e.g. booking.com, etc)	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Marcliffe Hotel & Spa?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at The Marcliffe Hotel & Spa in the future?	✓				
recommend The Marcliffe Hotel & Spa to your friends and/or colleagues?	✓				

How would you summarise your experience at The Marcliffe Hotel & Spa?

Answer:
Answer not supplied

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were efficient and professional	✓					
The staff made my arrival easy	✓					
The atmosphere was warm and friendly	✓					

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

Answer:
n/a

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste	✓					
I was able to access the Internet easily	✓					
I was happy with my bedroom/suite/lodge	✓					

Do you have any other comments regarding your bedroom/suite?

Answer:

I had a few issues being from the US on figuring out how to use the overhead shower instead of the handheld, and I didn't figure it out. It might be helpful to include instructions in the room detail book just in case. I also was unsure of how the channels on the tv worked, such as if there was an extra charge for the movie and US channels, so I didn't access those during my stay.

Did you dine with us?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

Did you use the spa facilities?

Answers:	Responses:
Yes	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>

Where did you dine?

Answers:	Responses:
Restaurant	<input checked="" type="checkbox"/>
Private Dining	<input type="checkbox"/>
Wedding	<input type="checkbox"/>

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
The quality of the food	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall dining experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments regarding The Marcliffe Hotel & Spa as a dining venue?

Answer:
the staff was excellent and the food delicious! I would've like to see some poultry on the dinner menu as it was mostly beef or seafood.

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
We were able to access the internet easily	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The business facilites were very good	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our business meeting requirements were met	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments regarding The Marcliffe Hotel & Spa as a business venue?

Answer:

Answer not supplied

Why did you visit The Marcliffe Hotel & Spa?

Answers:	Responses:
General use of facility	
Treatment	
Spa day	
Day package	

In regards to the The Marcliffe Hotel & Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The facilities were of a high standard						
The quality of the treatments were of a high standard						
The overall spa experience was exceptional						

Do you have any other comments regarding The Marcliffe Hotel & Spa?

Answer:
Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Were polite and courteous at all times	✓					
Were attentive to my needs	✓					
Made me feel well looked after	✓					


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

Answer:
I think every member of the team was delightful and lovely.

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Departure was easy and straight forward	✓					
The final account was easy to understand	✓					
The final account was accurate	✓					

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	

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

Answer:
Answer not supplied


Do you have any further comments?

Answer:
Answer not supplied


It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

Answer:
Answer not supplied

What is your gender?

Answers:	Responses:
Male	
Female	

Which of the following ranges includes your age?

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-54	
55-64	
65+	

Please complete the following (optional):

Answer:
Lindsay Magdaleno

Would you like to receive any further information from The Marcliffe Hotel & Spa regarding?

Answers:	Responses:
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Accommodation	
Dining	
Business	
Weddings & Celebrations	
Events	
Spa Breaks	
Christmas	
Special Offers	

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

Answers:	Responses:
... please select the box	