



Respondent details:

Fully completed? Yes

Date completed/last update: 02:21 28th Jul 2014

RID 266

Why did you stay with us?

Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Business/Meeting	<input type="checkbox"/>
Spa Break	<input type="checkbox"/>
Wedding or Civil Partnership	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Recommendation/Word of mouth	<input checked="" type="checkbox"/>
Lewtrenchard Manor emails	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.lewtrenchard.co.uk	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you make your reservation?

Answers:	Responses:
Called direct	<input checked="" type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.lewtrenchard.co.uk	<input type="checkbox"/>
Other Websites (e.g. booking.com, etc)	<input type="checkbox"/>
Other	<input type="checkbox"/>

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Lewtrenchard Manor?				✓	

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Lewtrenchard Manor in the future?				✓	
recommend Lewtrenchard Manor to your friends and/or colleagues?				✓	

How would you summarise your experience at Lewtrenchard Manor?

Answer:
Disappointing.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly, welcoming and professional		✓			
The ambience, design and interior decoration appealed to me				✓	
The atmosphere was warm and friendly				✓	

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

Answer:
Your hotel is in a beautiful building but it just did not work for us. Not our cup of tea .


In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was luxurious and well appointed				✓	
There was a good selection of products in my bathroom				✓	
The room was cleaned to a high standard			✓		

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

Answer:
Answer not supplied

Did you dine with us?

Answers:	Responses:
Yes	
No	

Did you use the Spa facilities?

Answers:	Responses:
Yes	
No	

Where did you dine?

Answers:	Responses:
Table d'Hôte	
Tasting Menu	
Bar Menu	
Private Dining	
Function Room	

In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The food was excellent					
The service was friendly & professional					
The overall dining experience was exceptional					

Do you have any other comments regarding Lewtrenchard Manor as a dining venue?

Answer:
Answer not supplied

Why did you visit the Spa at Lewtrenchard Manor?

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

In regards to the Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly and professional					
The facilities were of a high standard					
The overall spa experience was exceptional					
The quality of the treatments were of a high standard					

Do you have any other comments regarding the Spa at Lewtrenchard Manor?

Answer:
Answer not supplied

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)					
We were able to access the internet easily					
Refreshments were delivered as requested					
Our business meeting requirements were met					

Do you have any other comments regarding Lewtrenchard Manor as a business venue?

Answer:
Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
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:
Answer not supplied

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave				✓	
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:
Not really


Do you have any further comments?

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+	

Would you like to receive any further information from Lewtrenchard Manor regarding?

Answers:	Responses:
Special Offers	
Accommodation	
Restaurant	
Weddings	
Events	
Conferences	
Relaxation Therapy	
Christmas	

Please complete the following (optional):

Answer:
Answer not supplied

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

Answers:	Responses:
... please select the box	