



Respondent details:

Fully completed? Yes

Date completed/last update: 10:13 28th Nov 2013

RID 1127

What was the reason for your stay?

Answers:	Responses:
Leisure	
Meeting or Event	
Weddings or Civil Partnership	
Private Celebration	<input checked="" type="checkbox"/>
Other	

How did you hear about us?

Answers:	Responses:
Visited previously	
Recommendation/Word of mouth	
Magazine/newspaper article	
www.sopwellhouse.co.uk	
Sopwell House emails	
Internet searches (e.g. Google, Yahoo, etc.)	<input checked="" type="checkbox"/>
Corporate booking	
Trip Advisor	
Social Media (e.g. Facebook, Twitter, etc)	
Sopwell House Sales Team	
Other website (e.g Booking.com)	
Other	

How did you make your reservation?

Answers:	Responses:
Phoned direct	<input checked="" type="checkbox"/>
Emailed direct	
www.sopwellhouse.co.uk	
Other website (e.g. Expedia)	
Agent	

Corporate booking	
Other	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
Your overall experience at Sopwell House?		✓			

How likely are you to

	Definitely Yes	Yes	Maybe	No	Definitely Not	N/A
Stay at Sopwell House in the future?		✓				
Recommend Sopwell House to your friends, family and/or colleagues?		✓				

How would you summarise your experience at Sopwell House?

Answer:
<p>I came for an over night stay with 9 others for my 40th birthday. I enquired about & booked our stay over 6 months ago & a week before coming I called to confirm our booking & I am glad I did! There were only 2 rooms booked instead of 5 & I hadn't received any conformation of my booking. My initial call wasn't dealt with straight away, I called back twice & left voice-mail messages to which I didn't get a return call, I had to then call again as I wanted to resolve this issue & make sure there were rooms for everyone that was coming with me for the weekend. Luckily I spoke to Jenny Bevans who sorted everything out for me & booked the extra rooms I required. It seemed the information on the computer system compared to the paperwork was totally different, which I was very surprised about. On arrival a few of us checked in at different times, 6 guests were told they weren't booked into a room & the receptionist didn't seem to know what she was doing & wasn't very welcoming, she spent most of the time asking for money! I confirmed beforehand I would pay on arrival/departure. There was also an issue with lack of communication from the reception staff, as we were having to ask a lot of questions rather than being told where to go & what to do, times for dinner, where the spa was, how to get to the rooms etc. We also had an issue when it came to the lockers in the changing room, they were very temperamental as they wouldn't always open/close. When putting the code in for my locker, another locker opened instead! I eventually got mine open, but I didn't feel these were 100% safe! On a more positive note, our experience at Sopwell House was very enjoyable & relaxing, the rooms were very nice, the food was excellent & the facilities were brilliant. The surroundings & location were amazing & the treatments were enjoyed by all. On the down side, we felt very disappointed with the lack of communication & poor customer service we received on arrival & also the problems with the initial booking I made & the lack of communication between staff. For a well established business I feel this is unacceptable & lets it down very much.</p>

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was plenty of parking spaces and clear directional signage			✓		
The welcome that you received was warm and friendly				✓	
Your check-in was efficient and smooth				✓	

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

Answer:
Answer not supplied

In regards to your bedroom, suite or apartment

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was exceptionally clean		✓			
The bed was extremely comfortable				✓	
The room was well equipped		✓			

Do you have any other comments regarding your bedroom, suite or apartment? Please begin your comments with the room/suite/apartment number.

Answer:
Answer not supplied

Did you order room service?

Answers:	Responses:
Yes	
No	✓

Did you have breakfast at Sopwell House?

Answers:	Responses:
Yes	✓
No	

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Did you use the leisure facilities?

Answers:	Responses:
Yes	✓
No	

Room Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice					
The prices represented good value for money					
The service was efficient and delivered with a smile					
The quality of food was very good					

Do you have any other comments regarding room service at Sopwell House?

Answer:
Answer not supplied

The breakfast experience

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice		✓			
The prices represented good value for money		✓			
The service was efficient and delivered with a smile		✓			
The quality of food was very good		✓			

Do you have any other comments regarding breakfast at Sopwell House?

Answer:
Answer not supplied

Where did you dine?

Answers:	Responses:
The Restaurant	
The Brasserie	✓
The Cocktail Lounge	
The Conservatory	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
The quality of service	✓				
The quality of the food	✓				
The presentation of the food	✓				
The atmosphere of your dining experience	✓				
Value for money	✓				
Your overall dining experience	✓				

Do you have any other comments regarding your dining experience at Sopwell House?

Answer:
Answer not supplied

For meetings or events

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The size and layout of the room worked well					
the AV system was easy to use/control					
We were able to access the internet easily					
refreshments were delivered as requested and on time					
All our meeting/event requirements were met					

Do you have any other comments regarding Sopwell House as a venue for meetings or events?

Answer:
Answer not supplied

The leisure facilities

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
The welcome that you received was warm and friendly		✓				
There was a good selection of spa treatments		✓				
The treatment was enjoyable and effective		✓				
The treatment prices offered good value for money		✓				
The gym had good level of equipment		✓				
The swimming pool was clean and well maintained		✓				

Do you have any other comments regarding the leisure facilities at Sopwell House?

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 and went the extra mile in providing assistance			✓		
Were knowledgeable about the hotel			✓		
Were knowledgeable about the local area			✓		

Did you experience any service issues?

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

If yes, can you please let us know what they were?

Answer:
I have explained this in my previous question.

Were there any members of staff that you would like to acknowledge and if so why?

Answer:
Answer not supplied

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final account was easy to understand and accurate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were offered help with your bags and transport arrangements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How did your experience with us compare with your expectations?

Answers:	Responses:
Exceeded	<input type="checkbox"/>
Met	<input checked="" type="checkbox"/>
Fell Below	<input type="checkbox"/>

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

Answer:
My experience was met well in some respects but not others as stated already.

Do you have any further comments?

Answer:
Answer not supplied

What is your gender?

Answers:	Responses:
Male	<input type="checkbox"/>
Female	<input checked="" type="checkbox"/>

Please select your age range

Answers:	Responses:

Under 18	
18-24	
25-34	
35-44	✓
45-59	
60+	

Please complete the following:

Answer:
Miss

Would you like to receive any information and offers via email regarding?

Answers:	Responses:
General	
Spa & Country Club	✓
Meetings & Events	
Leisure Breaks	✓
Golf	✓
Dining	
Weddings	
Christmas	
Special occasions e.g Mother's Day, Valentine's Day etc	✓

If you do not want us to publish your review online

Answers:	Responses:
Please select the box	