



Respondent details:

Fully completed? Yes

Date completed/last update: 04:53 28th Jul 2014

RID 1052

Why did you stay with us?

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

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
Careys Manor Hotel & SenSpa emails	
Advertisement	
www.careysmanor.com	<input checked="" type="checkbox"/>
www.senspa.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip Advisor	
3rd Party Booking Engine (e.g booking.com, trivago)	
Other	

How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	
www.careysmanor.com	<input checked="" type="checkbox"/>

www.senspa.co.uk	
Other websites (e.g. booking.com, etc)	
Other	

Did you know that by booking directly via www.careysmanor.com or by phone, you get the best available rates and packages?

Answers:	Responses:
Yes	
No	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Careys Manor Hotel & SenSpa?	✓				

How likely are you to...

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

How would you summarise your experience at Careys Manor Hotel & SenSpa?

Answer:
<p>We booked the stay as a treat for my cousin. The overall experience was superb, and the attention to detail by your staff was excellent. The bar staff were outstanding, with a special mention for Juan, who went the extra mile to make our evening a very special one. The £5 Friday deal, made paying for six of us much more affordable, but there were no corners cut in the delivery of any of your services. Could I suggest one thing though? On arrival I was greeted by a wonderful young lady who I can only assume gave me the standard hotel welcome. However, the stay was a treat for my cousin, and I had to ask her to greet them without the 'Welcome to your £5 Friday 'stay/offer, as I was footing their bill, and it did seem a little unusual to mention the offer on arrival. She was most gracious and they complimented her on the warm welcome they received. I have stayed at many hotels with special offers included, however never once have I been greeted with the mention of the offer verbally, potentially in front of other guests! Just a tad embarrassing I thought. The offer is very well documented in all the correspondence I received from you, so I did not feel there could have been any misunderstanding with regard to outstanding costs. Please congratulate all your staff, from the very amiable young man who greeted us after we parked, the engaging reception staff, top class bar staff, very attentive waiters, and the cleaning staff who made the beautiful rooms look so inviting. My cousins birthday treat was wonderful, and I have given you a very glowing report on Trip Advisor as a thank you.</p>

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:
Please see very long (sorry) content above.

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed	<input checked="" type="checkbox"/>				
There was a good selection of products in my bathroom	<input checked="" type="checkbox"/>				
The room was cleaned to a high standard	<input checked="" type="checkbox"/>				

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

Answer:

Really loved the turn down service, however did not feel the television needed to be turned on too.

Did you dine with us?

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

Did you use the SenSpa?

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

Was there a reason why you chose not to dine with us?

Answer:

Answer not supplied

Was there a reason why you did not use the SenSpa?

Answer:

Really not enough time, our offer only extended to our checking out slot , and we were all working the day before. Perhaps easily obtainable info of the additional cost of using the hydrotherapy area would entice more customers to make use of the spa, with this special offer? I could not find any info on line, and when phoning it took a while to get through to departments, I simply ran out of time to make the arrangements, and online I could have just clicked away.

Where did you dine?

Answers:	Responses:
The Manor Restaurant	<input checked="" type="checkbox"/>
The Zen Garden	
Le Blaireau	
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 your dining experience(s) with us?

Answer:
Answer not supplied

Why did you visit the SenSpa?

Answers:	Responses:
Leisure facilities (pool, sauna & steam room)	
Hydrotherapy facilities	
Treatment	
Spa day	
Day package	

In regards to the SenSpa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were friendly and professional						
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 SenSpa?

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 Careys Manor Hotel & SenSpa 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:

You have excellent staff. They are all professional, and attentive. The young man who greeted us in the car park in front of the Manor overwhelmed my father and I with his pleasant manner. I felt your reception staff were very good, and the as mentioned before, Juan was excellent. He spoke so nicely to my father, who engaged him in a little small talk. I felt that he went that extra mile for us, and it just makes the difference.

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:

This is not my comment because I did not notice, but my father pointed out a really shabby sofa in your lounge that is in need of upholstery!


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 Careys Manor Hotel & SenSpa regarding?

Answers:	Responses:
News & Events	
Le Blaireau Bar & Bistro	
Leisure Breaks	
Spa Break	
Spa Day	
Weddings	
Conferences	
Christmas	

Please complete the following (optional):

Answer:
Tania Gane

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

Answers:	Responses:
... please select the box	