

Report Summary - 20th July 2014

Survey: The New Ellington Guest Experience Survey

Status: **Launched**

Total Responses: 47

Created Time/Date: 14:41 6th Feb 2014

Filtered Responses: 1

Modified Time/Date: 13:59 16th Jul 2014

Responses Excluded: 46

Question 1: How would you rate the...

	Excellent	Good	Fair	Poor	Very Poor	Don't Know	Total Responses	Not Answered
Service Quality	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Hotel Cleanliness	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Quality of Room	0 / 0%	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	1	0
Quality of Food	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0
Experience in the Gin Garden	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1 / 100%	1	0
Quality of Drinks	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1 / 100%	1	0
Overall Value for Money	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 2: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Don't Know	Total Responses	Not Answered
Your overall experience at The New Ellington?	0 / 0%	0 / 0%	1 / 100%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 3: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Don't Know	Total Responses	Not Answered
Stay at The New Ellington in the future?	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Recommend The New Ellington to your friends and/or colleagues?	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 4: How would you summarise your experience at The New Ellington?

Result Set: Response ID: Answers:

1 28 Wi-Fi did not work

TOTAL RESPONSES

1

Question 5: How did your experience with us meet with your expectations?

Answers: Responses:

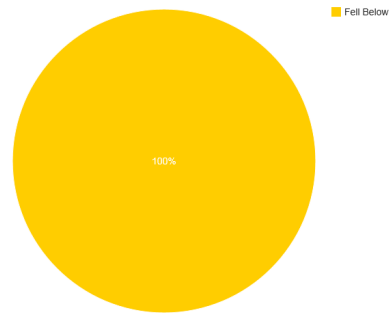
Exceeded 0 / 0%

Met 0 / 0%

Fell Below 1 / 100%

TOTAL CLICKS 1

TOTAL RESPONSES 1



Question 6: Do you have any further comments?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 7: Would you like to receive any further information from The New Ellington regarding?

Answers: Responses:

News & Events 0 / 0%

Special Offers 0 / 0%

Leisure Breaks 0 / 0%

Dining 0 / 0%

The Gin Garden 0 / 0%

Conferences 0 / 0%

Christmas 0 / 0%

TOTAL CLICKS 0

TOTAL RESPONSES 0

Question 8: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	28	David Hunt	209	11/7/2014	david.hunt@aquilainsight.com