



Respondent details:

Fully completed? Yes

Date completed/last update: 10:31 4th Aug 2014

RID 4465

Primary purpose of visit?

Answers:	Responses:
Corporate	
Leisure	✓
Meeting/Conference	
Golf	
Wedding	
Spa	
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	✓
Word of mouth	
Advertisement	
www.rockliffehall.com	
Travel Agent	
Recommendation	
Member	
Magazine Article	
Internet search	
Organisation booked	
Trip advisor	
3rd Party Travel Website	
Social Media	
Rockliffe Hall emails	
Other	

How did you make your reservation?

Answers:	Responses:
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Direct via telephone	
Direct via website (www.rockliffe.com)	✓
3rd Party Website (Late rooms, etc)	
Direct via email	
3rd Party Agent	
Other	

How would you rate the reservation process?

Answers:	Responses:
Excellent	
Good	✓
Fair	
Poor	

Do you have any other comments regarding the reservation process?

Answer:
It was not made clear to me that the restaurants are very full and need booking well in advance. This led to us being seriously disappointed that we could not eat in the Orangery on Saturday

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Rockliffe Hall?	✓				

How likely are you to...

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

How would you summarise your experience at Rockliffe Hall?

Answer:
<p>Overall We love the place. However the restaurant issue did spoil things this time for us. I received a call on the Monday evening prior to our stay (on Friday) to check our booking asking if I would like to make restaurant reservations. I asked for the Orangery but was told it was already full. I feel that when staying at one of the best hotels in the North we should be able to dine in your restaurant and that some priority should be given to Guests. Also if you are going to make these service calls (a good idea in concept) then they need to be done early enough to be truly helpful. ie. before the restaurant is full.</p> <p>It was pointed out to me that it was in the small print on our booking confirmation and whilst I havent checked this I dont doubt this is correct - that doesnt make it good service or commensurate with the general superb quality of the hotel.</p> <p>best regards Peter Shaw</p>

How would you rate the following in regards to your arrival?

	Excellent	Good	Fair	Poor
Welcome		✓		
Reception			✓	
Concierge	✓			

Do you have any other comments regarding your arrival experience?

Answer:
Answer not supplied

How would you rate the following in regards to your room?

	Excellent	Good	Fair	Poor
Comfort	✓			
Facilities	✓			
Cleanliness	✓			

Do you have any other comments regarding your room?

Answer:
Very nice rooms indeed

During your stay, did you make use of one or more of the...?

	Yes	No
Restaurants and Bars	✓	
Spa and Leisure Facilities	✓	
Golf Course and Academy		✓

How would you rate the following in regards to the restaurants and bars?

	Excellent	Good	Fair	Poor
Breakfast	✓			
Cocktail Bar & Drawing Room	✓			
The Orangery	✓			
Brasserie			✓	
Clubhouse				
Room Service		✓		
Overall Food	✓			
Overall Service		✓		
Overall Experience		✓		

Do you have any other comments regarding the restaurants and bars?

Answer:
See previous comments about availability. The Clubhouse menu has changed and is no longer a bistro but more of a tapas bar. this is a downgrade in my view.
We thought the meal in the Brasserie was very average ths time. Much prefer a more full menu.

How would you rate the following in regards to your spa experience?

	Excellent	Good	Fair	Poor
Welcome		✓		
Facilities	✓			
Treatments				
Service	✓			

Do you have any other comments regarding your spa experience?

Answer:
Answer not supplied

How would you rate the following in regards to your golf experience?

	Excellent	Good	Fair	Poor
Course				
Clubhouse Facilities				
Pro Shop				
Service				

Do you have any other comments regarding your golf experience?

Answer:
Answer not supplied

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	✓
Fell Below	

What was the best part of your stay?

Answer:
The room, the ambience, general service levels are great

What could we do better?

Answer:
Restaurant booking and keeping some availability for guests. Its not acceptable that we pay a great deal to stay only to find that the best restaurant is full. This happened to us last time we stayed as well by the way. If only we had remembered.....

Is there a member of the team who exceeded your expectations? If so, please state their name(s).

Answer:
Answer not supplied

Please complete the following (optional)

Answer:
Peter Shaw

Would you like to receive any further information from Rockliffe Hall regarding?

Answers:	Responses:
Accommodation	
Memberships	
Dining	
Weddings	
Events	
Business & Conferencing	
Spa	
Christmas	
Golf	

If you do not want us to publish your review online (including Crisp White Sheets)...

Answers:	Responses:
... please select the box	