



Guest Experience Survey

Respondent details:

Fully completed? Yes

Date completed/last update: 07:18 8th Sep 2014

RID 1416

Why did you stay with us?


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

How did you hear about us?


Answers:	Responses:
Stayed previously	<input checked="" type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Magazine / newspaper article	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
The Arch London Emails	<input type="checkbox"/>
Sales Team	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.thearchlondon.com	<input type="checkbox"/>
Company or organisation booked	<input type="checkbox"/>
Trip advisor	<input type="checkbox"/>
Promotion with other company	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you make your reservation?



Answers:	Responses:
Called Direct	<input type="checkbox"/>
Other websites (e.g. Expedia)	<input type="checkbox"/>
The Arch Sales Team	<input type="checkbox"/>

Emailed Direct	
Travel Agent	
www.thearchlondon.com	
Company or Organisation	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Arch London?					





How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely No
stay at The Arch London in the future?					
recommend The Arch London to your friends and/or colleagues?					

How would you summarise your experience at The Arch London?

Answer:
Overall as usual the level of service is excellent. I did feel though that the restaurant service seems disorganised, which is perplexing as you seem to have a lot of staff in there.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were efficient and made my arrival easy						
The staff were friendly 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:
Answer not supplied

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The room was exceptionally clean		✓				
The selection of products provided in my bathroom were of excellent quality		✓				
The bed was extremely comfortable		✓				
I was able to work comfortably in the room		✓				
I was able to access the internet easily						
I was able to turn on sky TV and my internet radio easily		✓				
The temperature control was easy to use		✓				

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

Answer:
Answer not supplied

Did you order room service?

Answers:	Responses:
Yes	
No	✓

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

In regards to your Room Service, how would you rate...

	N/A	Excellent	Good	Fair	Poor	Very Poor
The order process						
The speed of delivery						
The choice of menu items						
The food temperature						

Do you have any other comments regarding The Arch London room service?

Answer:
Answer not supplied

In regards to the HUNter 486 Brasserie and/or Bar, 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 The Arch London as a bar or dining venue?

Answer:

see my previous comments

For meetings or events

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
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 The Arch London as a venue for meetings or events?

Answer:

Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Were polite and courteous at all times		✓				
Were attentive to my needs			✓			
Made me feel welcome	✓					

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	N/A
Departure was easy and straight forward		<input checked="" type="checkbox"/>				
The final account was easy to understand and accurate		<input checked="" type="checkbox"/>				
The team helped me with my bags and transport arrangements		<input checked="" type="checkbox"/>				

How did your experience with us meet with your expectations?

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

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

Answer:
Answer not supplied

Do you have any further comments?

Answer:
Answer not supplied

What is your gender?

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

Which of the following ranges includes your age?

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-54	<input checked="" type="checkbox"/>
55-64	
65+	

Please complete the following (just in case we need to contact you regarding your comments, not for marketing purposes):

Answer:
David bannerman

Would you like to receive any further information from The Arch London regarding?

Answers:	Responses:
News & Events	
HUNter 486 Brasserie	
Private Dining & Events	
Offers & Promotions	
Christmas	

If you do not want us to publish your review online (including Triptease)...

Answers:	Responses:
... please select the box	