



Respondent details:

Fully completed? Yes

Date completed/last update: 11:14 5th Dec 2013

RID 783

Why did you stay with us?

| Answers: | Responses: |
|----------|-------------------------------------|
| Business | |
| Leisure | <input checked="" type="checkbox"/> |
| Meetings | |

How did you hear about us?

| Answers: | Responses: |
|--|-------------------------------------|
| Stayed previously | |
| Recommendation/Word of mouth | |
| The Capital emails | |
| Advertisement | |
| www.capitalhotel.co.uk | |
| Internet searches (e.g. Google, Yahoo, etc.) | |
| Magazine article | |
| Organisation booked | |
| Social Media (e.g. Facebook, Twitter, etc) | |
| Trip advisor | |
| Other | <input checked="" type="checkbox"/> |
| Other Response | Previously visited restaurant |

How did you make your reservation?

| Answers: | Responses: |
|-----------------------------------|-------------------------------------|
| Called direct | <input checked="" type="checkbox"/> |
| Emailed direct | |
| www.capitalhotel.co.uk | |
| Other websites (e.g bookings.com) | |
| Other | |

How would you rate...

| | Excellent | Good | Fair | Poor | Very Poor |
|---|-----------|------|------|------|-----------|
| your overall experience at The Capital? | | ✓ | | | |

How likely are you to...

| | Definitely Yes | Yes | Maybe | No | Definitely Not |
|--|----------------|-----|-------|----|----------------|
| stay at The Capital in the future? | | ✓ | | | |
| recommend The Capital to your friends and/or colleagues? | | | | | |

When you arrived

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | N/A |
|--|----------------|-------|----------------------------|----------|-------------------|-----|
| The reception staff were friendly, professional and made my arrival easy | ✓ | | | | | |
| The ambience, design and interior decoration appealed to me | | ✓ | | | | |
| I felt very welcome | | ✓ | | | | |

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

| |
|---|
| Answer: |
| Original e.mail confirmation of the booking did not arrive owing to the lack of understanding by reception lady of my British accent, and she used the incorrect e.mail address originally. |

In regards to your bedroom

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------------------------|----------|-------------------|-----|
| The design was appealing to my taste | | ✓ | | | | |
| The selection of products provided in my bathroom were of excellent quality | | ✓ | | | | |
| I was able to work comfortably in the room | | | | | | ✓ |
| I was able to access the Internet easily | | | | | | ✓ |

Do you have any other comments regarding your bedroom?

| |
|---------------------|
| Answer: |
| Answer not supplied |

Did you have a drink at the bar or dine with us?

| Answers: | Responses: |
|----------|------------|
| Yes | ✓ |
| No | |

Did you have breakfast with us?

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

Where did you dine?

| Answers: | Responses: |
|-------------------------|-------------------------------------|
| Outlaw's at The Capital | <input checked="" type="checkbox"/> |
| The Metro | <input type="checkbox"/> |
| The Capital Bar | <input type="checkbox"/> |
| Private Dining | <input type="checkbox"/> |

How would you rate...

| | Excellent | Good | Fair | Poor | Very Poor | N/A |
|--------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| The bar staff service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| The quality of the food | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The quality of service | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your overall dining experience | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any other comments regarding your bar or dining experience at The Capital?

| |
|--|
| <p>Answer:</p> <p>Owing to a faulty valve in the heating system, the temperature in the restaurant was sky-high - in fact the butter with the bread melted within one minute, and after a while tasted a little rancid !. I appreciate that it would be difficult to get repair staff in late in the day but it was very uncomfortable. This lack of comfort as regards the temperature extended to breakfast time on Wednesday 27/11. There was also a slight effect on the upstairs bedroom areas.</p> |
|--|

For meetings

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | N/A |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| The size and layout of the room worked well | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There was appropriate support material in the room (e.g. flip charts, pens, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The AV system met our requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| We were able to access the internet easily | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Refreshments were delivered as requested | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Our meeting or event requirements were met | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any other comments regarding The Capital as a venue for meetings?

| |
|----------------|
| <p>Answer:</p> |
|----------------|

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:

The young American waitress in the Outlaw restaurant (sorry, I did not catch her name) for her pleasant manner and relaxed attitude during the difficulties with the heating.

When you were leaving

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree | N/A |
|--|----------------|-------|----------------------------|----------|-------------------|-----|
| Departure was easy and straight forward | ✓ | | | | | |
| The final account was easy to understand | ✓ | | | | | |
| Any errors were quickly resolved | | | | | | ✓ |

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:

Answer not supplied

Do you have any further comments?


Answer:

It was surprising, and perhaps a little disappointing, that no reference to the heating difficulties and temperature were made at the time of departure, and no suggestion of making a small deduction from the bill for the discomfort at dinner and breakfast. This might be a factor to take into account when considering the next stay in London !

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+ |  |

Please complete the following (just in case we need to make contact):

| Answer: |
|-------------------|
| Mrs Beryl Collier |

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

| Answers: | Responses: |
|---------------------------|--|
| Accommodation | |
| Special Offers |  |
| Restaurants & Bar | |
| Meetings & Private Dining | |
| Events & Master Classes | |
| The Levin Hotel | |
| Serviced Apartments | |
| Christmas | |

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

| Answers: | Responses: |
|---------------------------|------------|
| ... please select the box | |