



Report Summary - 1st April 2014 - 30th June 2014

Survey: Colwick Hall Hotel Guest Experience Survey

Status: **Launched**

Created Time/Date: 04:07 6th Nov 2013

Modified Time/Date: 02:53 15th May 2014

Total Responses: 479

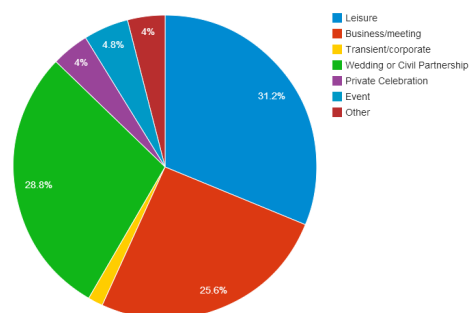
Filtered Responses: 143

Responses Excluded: 336

Question 1: Why did you stay with us?

Answers: Responses:

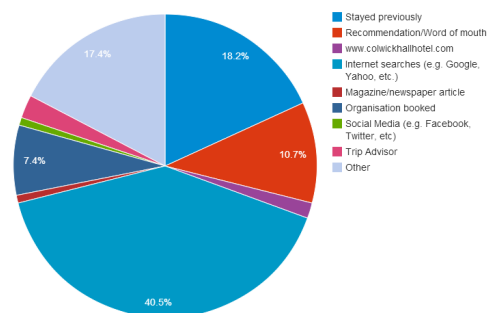
Leisure	39 / 31.2%
Business/meeting	32 / 25.6%
Transient/corporate	2 / 1.6%
Wedding or Civil Partnership	36 / 28.8%
Private Celebration	5 / 4%
Event	6 / 4.8%
Other	5 / 4%
TOTAL CLICKS	125
TOTAL RESPONSES	125



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	22 / 18.2%
Recommendation/Word of mouth	13 / 10.7%
Colwick Hall emails	0 / 0%
Advertisement	0 / 0%
www.colwickhallhotel.com	2 / 1.7%
Internet searches (e.g. Google, Yahoo, etc.)	49 / 40.5%
Magazine/newspaper article	1 / 0.8%
Organisation booked	9 / 7.4%
Social Media (e.g. Facebook, Twitter, etc)	1 / 0.8%
Trip Advisor	3 / 2.5%
Other	21 / 17.4%
TOTAL CLICKS	121
TOTAL RESPONSES	121



Question 3: How did you make your reservation?

Answers:	Responses:
Called direct	56 / 70%
Emailed direct	10 / 12.5%
www.colwickhallhotel.com	14 / 17.5%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	80
TOTAL RESPONSES	80

Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Colwick Hall?	57 / 52%	32 / 29%	12 / 11%	5 / 5%	4 / 4%	110	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
visit Colwick Hall in the future?	50 / 46%	23 / 21%	21 / 19%	7 / 6%	7 / 6%	108	0
recommend Colwick Hall to your friends and/or colleagues?	54 / 53%	26 / 26%	9 / 9%	7 / 7%	5 / 5%	101	0

Question 6: How would you summarise your experience at Colwick Hall?

TOTAL RESPONSES

98

Question 7: Prior to the event or wedding

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
It was easy to book	16 / 48%	14 / 42%	3 / 9%	0 / 0%	0 / 0%	33	0
My event contact was helpful and knowledgeable	10 / 31%	16 / 50%	5 / 16%	1 / 3%	0 / 0%	32	0
Information received was easy to understand	13 / 39%	12 / 36%	7 / 21%	0 / 0%	1 / 3%	33	0
Information requested was received in a timely manner	12 / 36%	12 / 36%	8 / 24%	0 / 0%	1 / 3%	33	0

Question 8: On arrival

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The meeting/function room was set up to the right standard/as you requested	15 / 58%	4 / 15%	7 / 27%	0 / 0%	0 / 0%	26	0
A member of staff was there to greet you on arrival and checked the final details	15 / 52%	8 / 28%	5 / 17%	0 / 0%	1 / 3%	29	0

Question 9: Do you have any other comments regarding your experience prior to your event?**TOTAL RESPONSES**13

Question 10: During your event or wedding, how would you rate

	Excellent	Good	Neither Good nor Bad	Poor	Very Poor	Total Responses	Not Answered
The quality of service	17 / 59%	10 / 34%	0 / 0%	1 / 3%	1 / 3%	29	0
The quality of the food	17 / 59%	10 / 34%	2 / 7%	0 / 0%	0 / 0%	29	0
The selection of beverages	10 / 36%	15 / 54%	2 / 7%	1 / 4%	0 / 0%	28	0
The meeting/function room	18 / 64%	8 / 29%	2 / 7%	0 / 0%	0 / 0%	28	0
The hotel and facilities	13 / 46%	12 / 43%	1 / 4%	2 / 7%	0 / 0%	28	0
Your overall event experience	15 / 54%	9 / 32%	1 / 4%	2 / 7%	1 / 4%	28	0

Question 11: Do you have any other comments regarding your experience during your event?**TOTAL RESPONSES**3

Question 12: Did you also stay overnight at Colwick House?

Answers:

Responses:

Yes

33 / 100%

No

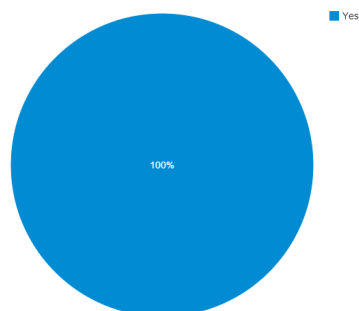
0 / 0%

TOTAL CLICKS

33

TOTAL RESPONSES

33

**Question 13:** When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	64 / 60%	34 / 32%	6 / 6%	1 / 1%	2 / 2%	107	0
The ambience, design and interior decoration appealed to me	46 / 44%	46 / 44%	6 / 6%	3 / 3%	4 / 4%	105	0
The atmosphere was warm and friendly	52 / 49%	40 / 37%	11 / 10%	2 / 2%	2 / 2%	107	0

Question 14: Do you have any other comments regarding your arrival and/or any pre arrival contact?**TOTAL RESPONSES**

Question 15: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	30 / 29%	46 / 44%	10 / 10%	10 / 10%	8 / 8%	104	0
There was a good selection of products in my bathroom	41 / 39%	43 / 41%	16 / 15%	4 / 4%	0 / 0%	104	0
The room was cleaned to a high standard	44 / 43%	39 / 38%	13 / 13%	3 / 3%	4 / 4%	103	0

Question 16: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.**TOTAL RESPONSES**

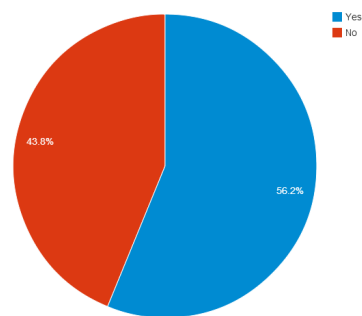
48

Question 17: Did you dine with us?

Answers: Responses:

Yes 59 / 56.2%

No 46 / 43.8%

TOTAL CLICKS 105**TOTAL RESPONSES** 105**Question 18:** Where did you dine?

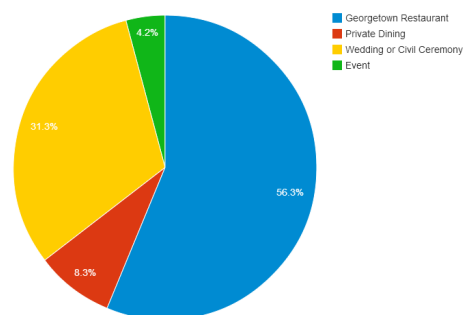
Answers: Responses:

Georgetown Restaurant 27 / 56.3%

Private Dining 4 / 8.3%

Wedding or Civil Ceremony 15 / 31.3%

Event 2 / 4.2%

TOTAL CLICKS 48**TOTAL RESPONSES** 48**Question 19:** In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	25 / 44%	21 / 37%	7 / 12%	2 / 4%	2 / 4%	57	0
The service was friendly & professional	25 / 45%	23 / 41%	5 / 9%	1 / 2%	2 / 4%	56	0

Question 20: Do you have any other comments regarding Colwick Hall as a dining venue?

TOTAL RESPONSES

25

Question 21: For business/meetings

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	3 / 14%	1 / 5%	0 / 0%	0 / 0%	17 / 81%	21	0
We were able to access the internet easily	2 / 9%	3 / 14%	1 / 5%	1 / 5%	1 / 5%	14 / 64%	22	0
Refreshments were delivered as requested	1 / 5%	3 / 14%	0 / 0%	0 / 0%	0 / 0%	18 / 82%	22	0
Our business meeting requirements were met	1 / 5%	2 / 9%	1 / 5%	0 / 0%	0 / 0%	18 / 82%	22	0

Question 22: Do you have any other comments regarding Colwick Hall as a business venue?

TOTAL RESPONSES

5

Question 23: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	56 / 55%	34 / 34%	7 / 7%	2 / 2%	2 / 2%	101	0
Were attentive to my needs	51 / 50%	31 / 31%	12 / 12%	4 / 4%	3 / 3%	101	0
Made me feel well looked after	48 / 48%	29 / 29%	12 / 12%	5 / 5%	5 / 5%	99	0

Question 24: Was there any particular member of the team you would like to acknowledge and why?

TOTAL RESPONSES

27

Question 25: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	22 / 22%	25 / 25%	36 / 36%	6 / 6%	12 / 12%	101	0
The final account was accurate	55 / 55%	39 / 39%	4 / 4%	2 / 2%	0 / 0%	100	0

Question 26: How did your experience with us meet with your expectations?

Answers: Responses:

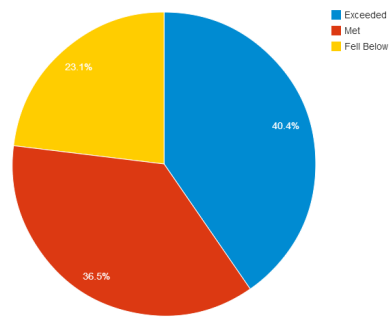
Exceeded 42 / 40.4%

Met 38 / 36.5%

Fell Below 24 / 23.1%

TOTAL CLICKS 104

TOTAL RESPONSES 104



Question 27: Was there anything else that we could have done to enhance your overall experience?

TOTAL RESPONSES

30

Question 28: Do you have any further comments?

TOTAL RESPONSES

27

Question 29: What is your gender?

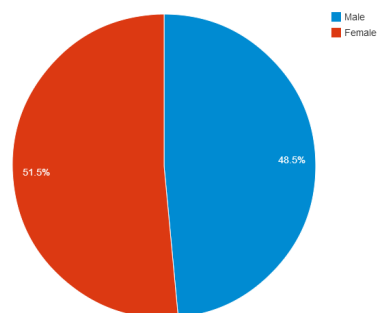
Answers: Responses:

Male 49 / 48.5%

Female 52 / 51.5%

TOTAL CLICKS 101

TOTAL RESPONSES 101



Question 30: Which of the following ranges includes your age?

Answers: Responses:

Under 18 0 / 0%

18-24 2 / 2%

25-34 15 / 15.2%

35-44 19 / 19.2%

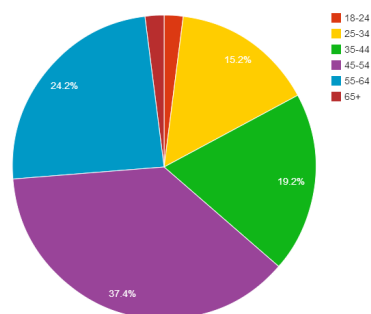
45-54 37 / 37.4%

55-64 24 / 24.2%

65+ 2 / 2%

TOTAL CLICKS 99

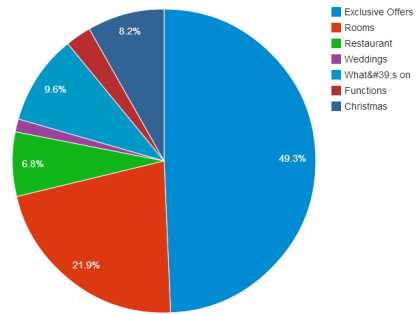
TOTAL RESPONSES 99



Question 31: Would you like to receive any further information from Colwick Hall regarding?

Answers: Responses:

Exclusive Offers	36 / 49.3%
Rooms	16 / 21.9%
Conferences	0 / 0%
Restaurant	5 / 6.8%
Weddings	1 / 1.4%
What's on	7 / 9.6%
Functions	2 / 2.7%
Christmas	6 / 8.2%
TOTAL CLICKS	73
TOTAL RESPONSES	73



Question 32: Please complete the following (optional):

Question 33: Please complete the following (optional):

Question 34: If you do not want us to publish your review online...

Answers:	Responses:
... please select the box	29 / 100%
TOTAL CLICKS	29
TOTAL RESPONSES	29

