



#### Respondent details:

Fully completed? Yes

Date completed/last update: 13:49 7th Jun 2014

RID 1950

#### What was the reason for your stay?

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

#### How did you hear about us?

Answers:	Responses:
Visited previously	<input type="checkbox"/>
Recommendation/Word of mouth	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input checked="" type="checkbox"/>
Sopwell House emails	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Corporate booking	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Sopwell House Sales Team	<input type="checkbox"/>
Other website (e.g Booking.com)	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you make your reservation?

Answers:	Responses:
Phoned direct	<input type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input checked="" type="checkbox"/>
Other website (e.g. Expedia)	<input type="checkbox"/>
Agent	<input type="checkbox"/>

Corporate booking	
Other	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
Your overall experience at Sopwell House?			✓		

How likely are you to

	Definitely Yes	Yes	Maybe	No	Definitely Not	N/A
Stay at Sopwell House in the future?			✓			
Recommend Sopwell House to your friends, family and/or colleagues?			✓			

How would you summarise your experience at Sopwell House?

Answer:
Generally the staff and service was very good but some things let the hotel down, such as an overbooked spa area, noisy restaurants and lack of table service in the bar area.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was plenty of parking spaces and clear directional signage		✓			
The welcome that you received was warm and friendly	✓				
Your check-in was efficient and smooth		✓			

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

Answer:
I arrived early as I had treatment bookings in the morning. Not unreasonably, my room wasn't ready but as the bar and terrace were closed for private events, and the brasserie was closed and the pool area was so full (of very noisy children) there was nowhere other than the reception area for me to sit. It is shame that when the hotel books venues for private parties, it doesn't ensure there is at least one area open for guests of the hotel.

In regards to your bedroom, suite or apartment

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was exceptionally clean	✓				
The bed was extremely comfortable	✓				
The room was well equipped		✓			

Do you have any other comments regarding your bedroom, suite or apartment? Please begin your comments with the room/suite/apartment number.

Answer:
The tea & coffee tray was not refreshed while I was there suggesting the hotel is seeking to cut costs where it can.

Did you order room service?

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

Did you have breakfast at Sopwell House?

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

Did you dine with us?

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

Did you use the leisure facilities?

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

Room Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The prices represented good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was efficient and delivered with a smile	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of food was very good	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments regarding room service at Sopwell House?

Answer:
The menu is a little limited but what I ordered was nice and arrived promptly. Room service staff were excellent.

The breakfast experience

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice	✓				
The prices represented good value for money		✓			
The service was efficient and delivered with a smile	✓				
The quality of food was very good		✓			

Do you have any other comments regarding breakfast at Sopwell House?

Answer:
Staff were excellent in delivering food within the chosen time slot.

Where did you dine?

Answers:	Responses:
The Restaurant	
The Brasserie	✓
The Cocktail Lounge	
The Conservatory	

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 your dining experience at Sopwell House?

Answer:
The brasserie is very noisy and so not a pleasant dining experience. I waited over half an hour for my order while people who had arrived after me were served sooner. The manager disagreed that I had waited so long and did not apologise. Other staff were very friendly.

For meetings or events

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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 Sopwell House as a venue for meetings or events?

Answer:

Answer not supplied

#### The leisure facilities

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
The welcome that you received was warm and friendly		✓				
There was a good selection of spa treatments	✓					
The treatment was enjoyable and effective	✓					
The treatment prices offered good value for money		✓				
The gym had good level of equipment						✓
The swimming pool was clean and well maintained		✓				

Do you have any other comments regarding the leisure facilities at Sopwell House?

Answer:

Spa staff are truly exceptional and treatments very good. However, it was almost impossible to book a treatment (perhaps because it was half-term). I suspect if it had been better weather there would have been sufficient room in the pool area for all guests (as some could sit outside) but it was unfortunately very cramped and over heated.

#### The members of the team

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Were polite and courteous at all times		✓			
Were attentive to my needs and went the extra mile in providing assistance				✓	
Were knowledgeable about the hotel		✓			
Were knowledgeable about the local area			✓		

Did you experience any service issues?

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

If yes, can you please let us know what they were?

Answer:
Very slow service in the bar area and non-existent table service all evenings. Locals appear to know that you need to order at the bar. Not quite the standard you would expect from a hotel of Sopwell House's standard. Most staff were very courteous and eager to help.

Were there any members of staff that you would like to acknowledge and if so why?

Answer:
The front of house manager I spoke to on the morning of my departure was very professional and dealt with my issue very well. I did not think so highly of the manager who disciplined bar staff right in front of me when I was sitting in the bar area on the Monday. He was rude and didn't listen to the staff's reasonable explanation for why a problem had arisen (which they had in fact already dealt with).

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final account was easy to understand and accurate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were offered help with your bags and transport arrangements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How did your experience with us compare with your expectations?

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

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

Answer:
Generally the experience was good but I do not feel the hotel met my expectations of a 4 star hotel. The facilities are lovely but I felt that guests lose out in the hotel's drive to maximise profit from every corner of the hotel, through weddings and private functions. I sometimes felt I was getting in the way of other money making opportunities.


Do you have any further comments?

Answer:
Probably best not to conduct job interviews in the bar in front of guests...

What is your gender?

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

Please select your age range

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-59	
60+	

Please complete the following (if you would also like to receive a response if appropriate):

Answer:
Answer not supplied

Would you like to receive any information and offers via email regarding?

Answers:	Responses:
General	
Spa & Country Club	
Meetings & Events	
Leisure Breaks	
Golf	
Dining	
Weddings	
Christmas	
Special occasions e.g Mother's Day, Valentine's Day etc	

If you do not want us to publish your review online

Answers:	Responses:
Please select the box	