



Respondent details:

Fully completed? Yes

Date completed/last update: 11:23 2nd Mar 2014

RID 370

Why did you stay with us?

Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Business/Meeting	<input type="checkbox"/>
Wedding or Civil Partnership	<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"/>
Recommendation/Word of mouth	<input type="checkbox"/>
The Five Arrows Hotel emails	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.thefivearrows.co.uk	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you make your reservation?

Answers:	Responses:
Called direct	<input type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.thefivearrows.co.uk	<input checked="" type="checkbox"/>
Other Websites (e.g. booking.com, etc)	<input type="checkbox"/>
Other	<input type="checkbox"/>

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Five Arrows Hotel?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at The Five Arrows Hotel in the future?		✓			
recommend The Five Arrows Hotel to your friends and/or colleagues?		✓			

How would you summarise your experience at The Five Arrows Hotel?

Answer:
Small friendly hotel with excellent restaurant and wine selection

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly, welcoming 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

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was luxurious and well appointed		✓			
There was a good selection of products in my bathroom	✓				
The room was cleaned to a high standard	✓				

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

Answer:
Answer not supplied

Did you dine with us?

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

Where did you dine?

Answers:	Responses:
Restaurant	<input checked="" type="checkbox"/>
Private Dining	
Wedding	

In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The food was excellent	<input checked="" type="checkbox"/>				
The service was friendly & professional	<input checked="" type="checkbox"/>				
The overall dining experience was exceptional	<input checked="" type="checkbox"/>				

Do you have any other comments regarding The Five Arrows Hotel as a dining venue?

Answer:
The menu and wine options are excellent and I would recommend the five arrows tries a tasting menu with or without a wine flight.

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)					
We were able to access the internet easily					
Our business meeting requirements were met					

Do you have any other comments regarding The Five Arrows Hotel as a business venue?

Answer:
Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Were polite and courteous at all times	<input checked="" type="checkbox"/>				
Were attentive to my needs	<input checked="" type="checkbox"/>				
Made me feel well looked after	<input checked="" type="checkbox"/>				

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
You were sad to leave			✓		
The final account was accurate		✓			

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:
Answer not supplied

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 (optional):

Answer:
Buchanan

Would you like to receive any further information from The Five Arrows Hotel regarding?

Answers:	Responses:
Accommodation	
Restaurant	
Parties & Private Dining	
Meeting	
Events	✓
Special Offers	✓
Christmas	

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

Answers:	Responses:
... please select the box	✓