



Respondent details:

Fully completed? Yes

Date completed/last update: 14:20 20th Jan 2014

RID 364

Why did you stay with us?

Answers:	Responses:
Leisure	
Business	
Wedding or Civil Partnership	
Spa break	
Private Celebration	<input checked="" type="checkbox"/>
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	<input checked="" type="checkbox"/>
Recommendation	
The Marcliffe Hotel and Spa Emails	
Advertisement	
www.marcliffe.com	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Word of mouth	
Organisation booked	
Promotion with other company	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	

How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	<input checked="" type="checkbox"/>
www.marcliffe.com	

Other websites (e.g. booking.com, etc)	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Marcliffe Hotel and Spa?		✓			

How likely are you to...

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

How would you summarise your experience at The Marcliffe Hotel and Spa?

Answer:
Overall a good experience, although breakfast finishes quite early at 10.30, likewise room checkout is quite early at 10.30 too. I had also asked for a postcard to be posted and it has never reached its destination.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were efficient and professional		✓				
The staff made my arrival easy		✓				
The atmosphere was warm and friendly			✓			

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

Answer:
N/a

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
I was able to access the Internet easily	✓					
I was happy with my bedroom/suite/lodge		✓				

Do you have any other comments regarding your bedroom/suite?

Answer:
No

Did you dine with us?

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

Did you use the spa facilities?

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

Where did you dine?

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

How would you rate...

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

Do you have any other comments regarding The Marcliffe Hotel and Spa as a dining venue?

Answer:
Good

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
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"/>
The business facilities were very good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our business meeting 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 Marcliffe Hotel and Spa as a business venue?

Answer:
Answer not supplied

Why did you visit The Marcliffe Hotel and Spa?

Answers:	Responses:
General use of facility	
Treatment	
Spa day	
Day package	

In regards to the The Marcliffe Hotel and Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The facilities were of a high standard						
The quality of the treatments were of a high standard						
The overall spa experience was exceptional						

Do you have any other comments regarding The Marcliffe Hotel and Spa?

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 well looked after		✓				

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


Answer:
No

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		✓				
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:
To have a later checkout and breakfast, and to have posted my postcard would have been nice.


Do you have any further comments?

Answer:
Answer not supplied


It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

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:
Ms c ogilvie

Would you like to receive any further information from The Marcliffe Hotel and Spa regarding?

Answers:	Responses:
Accommodation	
Dining	
Business	
Weddings & Celebrations	

Events	
Spa Breaks	
Christmas	
Special Offers	

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

Answers:	Responses:
... please select the box	