



Report Summary - 1st January 2015 - 31st March 2015

Survey: St. James Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 204

Created Time/Date: 14:45 6th Feb 2014

Filtered Responses: 170

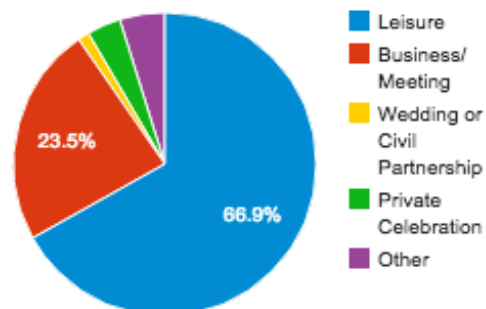
Modified Time/Date: 15:36 5th Feb 2015

Responses Excluded: 34

Question 1: Why did you stay with us?

Answers: Responses:

Leisure	111 / 66.9%
Business/Meeting	39 / 23.5%
Wedding or Civil Partnership	2 / 1.2%
Private Celebration	6 / 3.6%
Other	8 / 4.8%



Answers: Result Set:

to break journey	84
university training weekend	134
college	137
conference at nearby hotel	143
open day at university of nottingham	156
University visit	165
In receipt of a raffle prize	175
Lionel Richie	230

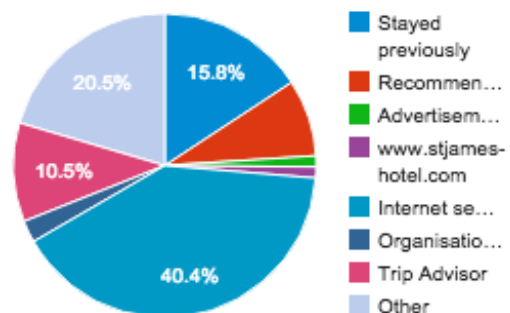
TOTAL CLICKS 166

TOTAL RESPONSES 166

Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	27 / 15.8%
Recommendation/Word of mouth	14 / 8.2%
St. James Hotel emails	0 / 0%
Advertisement	2 / 1.2%
www.stjames-hotel.com	2 / 1.2%
Internet searches (e.g. Google, Yahoo, etc.)	69 / 40.4%
Magazine/newspaper article	0 / 0%
Organisation booked	4 / 2.3%



Social Media (e.g. Facebook, Twitter, etc)	0 / 0%
Trip Advisor	18 / 10.5%
Other	35 / 20.5%
Answers:	Result Set:
Booking.com	81
laterooms.com	82
Late Rooms.com	83
booking.com	84
Booking.com	85
Laterooms.com	89
Booking.com	96
BOOKING.COM	99
booking.com	100
booking.com	101
booking.com	104
Booking.com	113
booking.com	121
booking.com	122
www.booking.com	124
Laterooms	132
late rooms	143
Late rooms	157
booking.com	160
Laterooms.com	161
Booking .com	162
Booking.com	163
booking.com	164
Booking.com	168
Booking.com	172
Won as a prize	173
Expedia	174
Raffle prize	175
Booking.com	181
work	210
Laterooms.com	224
Booking.com	226
Statesman Travel Website	240
booking.com	246
TOTAL CLICKS	171
TOTAL RESPONSES	171

Question 3: How did you make your reservation?

Answers:

Responses:



Called direct	15 / 36.6%
Emailed direct	4 / 9.8%
www.stjames-hotel.com	22 / 53.7%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	41
TOTAL RESPONSES	41

Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at St. James Hotel?	98 / 62%	51 / 32%	9 / 6%	1 / 1%	0 / 0%	159	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at St. James Hotel in the future?	92 / 58%	44 / 28%	17 / 11%	6 / 4%	1 / 1%	160	0
recommend St. James Hotel to your friends and/or colleagues?	93 / 60%	44 / 28%	12 / 8%	6 / 4%	1 / 1%	156	0

Question 6: How would you summarise your experience at St. James Hotel?

Result Set:	Response ID:	Answers:
1	78	On the whole a great experience. Bedroom very nice, Bathrooms in need of an update
2	79	Our room was excellent and spacious .The bathroom was very good indeed . We only had breakfast but that exceeded our expectations .
3	80	This was the 2nd stay at St james hotel, unfortunately we was on the 6th floor that was extremely noisy late into the night so a disturbed sleep spoilt our return visit, my partner also preferred the 3rd floor room as the mattress which was a Hypnos was the best nights sleep she had had as she suffers from back problems. On checkout we told the receptionist of the disturbance which she knew about as others had complained.
4	81	Everything was great from our arrival at reception to us checking out. A few less breakfast staff might be in order.
5	82	I was thoroughly impressed with the service, the presentation of the hotel and the atmosphere. I thoroughly enjoyed the hotel itself. However, I did experience and bad nights sleep due to other guests in the hotel banging on next doors door and Shouting very loud- causing me to wake up at 3 in the morning and being unable to go back to sleep for another hour. This ruined the relaxing experience for me.
6	84	Everything very good. Description of parking available was poor so ended up parking in public car park when there was hotel parking available. Only bad thing was the scrambled egg - odd texture and tasteless.
7	85	Excellent. Great welcome, very friendly staff throughout the hotel. Very good food. Comfortable room with very comfy bed, good shower and exceptionally clean.
8	86	The staff were extremely professional and helpful in every way. The rooms were decorated to a high standard and very comfortable. We booked for the New Years Eve Gala dinner. The room and tables were stunning, the staff very attentive and the overall evening was fantastic. The only downside to our experience was the quality of the food produced at the Gala dinner. Although the lamb for the main course was cooked beautifully, the vegetables were overcooked and over seasoned. The starter of Fish cakes were very dry and one was so fragently 'fishy' that no-one on our table could bring themselves to eat it. Apart from this we had a great evening and would like to thank you all for the excellent service.
9	87	Very good indeed, thanks
10	89	We really enjoyed our stay at the hotel, the room was perfect with a great view over Nottingham. The only thing to complain about would be the noise this morning, we wanted to use this opportunity for a lie in but the cleaners didn't consider that all, could hear them talking and kept open and closing doors, quite inconsiderate. However this will not put me and my partner staying again as we thoroughly enjoyed every other aspect of the hotel.
11	90	Lovely room , friendly staff and excellent club sandwich
12	91	The first day was impressive and promising the final day was very disappointing

13	92	Do find the decor in the guest corridors hideous. Staff were helpful and courteous. Rooms comfortable but TV too small for size of room and the bathroom a bit tired and grubby.
14	93	very pleasant
15	95	A very pleasant, comfortable stay in a clean, smart , well appointed hotel in the centre of Nottingham.
16	96	Nice hotel
17	97	Amazing! the staff were lovely and very helpful. Customer service I would rate 10 out of 10. Would defiantly recommend to others and stay there every time I have the opportunity.
18	98	Nice room, very pleasant staff, clean and warm. Like the new décor! Breakfast was cold and wrong newspaper delivered but problems dealt with quickly and efficiently.
19	102	My original booking was misunderstood so the room I was given was tiny when I went to reception to change to the normal room type that I have, I was told it was unavailable so I would only have a more expensive room as an option. Having changed to the more expensive room, I was situated right next to the entrance door on floor 5 so the banging though the night disturbed my sleep. It is the least enjoyable stay that I have had at the hotel, previously only having had pleasurable experiences.
20	103	So welcoming. Relaxing atmosphere with european feel. Quiet in location enabling uninterrupted sleep . Feel special. Clean comfortable chic rooms. Breakfast delightfully relaxing not least because of service at table and ...a magic cafetiere ...what a winner! Thank you everyone.
21	104	The location was brilliant - not far from the train station and within easy walking distance to the town centre. Staff were very friendly. I was glad that printing services were available at a reasonable cost. Only problem was that the WiFi kept dropping.
22	105	Friendly, central and convenient hotel
23	106	really nice room, pleasant staff and good breakfast
24	107	Seamless
25	108	The hotel - my room and common parts are nicely if a tad darkly decorated, but clean and welcoming. the Reception team were good. Bed very comfortable. Downside : I was charged £8 for parking - the confirmation said it was 24 hours but it was actually 12 hours. Breakfast was poor - bacon too hard to eat (previously cooked?), scrambled egg tasted of nothing and the croissants stale. On that basis I might struggle to visit again. Forgot my Sunday paper too.
26	110	Friendly and comfortable
27	111	Very clean, really enjoyed our stay.
28	112	It was OK, people were friendly, decoration was attempt at being different, wireless didn't work in the room which was a shame, and this was reported but not rectified, room was a lot smaller than indicated but comfortable, soundproofing would be beneficial
29	113	The only very minor quibbles are needs a spare pillow in the room and can be a bit noisy, but overall I was pleasantly surprised how nice the hotel was.
30	114	Our overall experience was good , staff were friendly and helpful ,check in was quick ,our room was a bit small but for 1 night was ok , the toilet had a lid which would not stay up it kept falling on the users back which was slightly irritating and we had problems with no hot water on our departing day ,reception kindly refunded parking charge for this issue,breakfast was lovely and staff were very friendly too.
31	115	Relaxed atmosphere and friendly staff.
32	116	Excellent accomodation , friendly staff and great location 10/10 !
33	117	Friendly, comfortable and relaxing
34	118	Friendly, comfortable and relaxing
35	119	Been staying there for year every couple of months. Recently, since renovation there has been a huge improvement in standards (was poor before)
36	120	Excellent staff.. There was a problem with the hot water/heating whilst we were there and on check out a discount was given as a good will gesture without us asking. Loved the hotel, especially the bar area, very cosy and comfortable and the free glass of wine was very appreciated. Good first impression, the staff make the place really special place to stay.
37	121	Friendly reception staff at check-in, Service with a smile at breakfast. Room was a little on the small side, but bed was comfy, and bathroom was clean. All in all a lovely stay and would happily recommend.
38	122	Friendly welcome.kind pleasant service.Helpfull with ordering taxi for our son.Exalant food with a most welcoming self service breakfast.
39	125	Professional staff with a friendly attitude made this a pleasant short stay whilst attending the Queen Concert at the Arena.
40	126	Perfect location and excellent staff. Had an issue with hot water but this was dealt with efficiently and effectively
41	128	Clean and friendly hotel. I stayed in a crash pad room, which was exactly as advertised, a small but comfortable room.
42	129	Helpful staff, nice room. On the weekend we stayed with you we had not hot water on Sunday morning. This could not be sorted prior to our departure. The lady on the reception desk offered a discount for this problem and was very apologetic for a problem that was not her fault. Whilst some customers were rude to the reception staff we realised it was not done on purpose and the staff were trying to sort out the problem. Pleased with the overall stay and would stay again
43	130	Nice hotel, lovely breakfast. We had no hot water on the morning of our stay.

44	132	Excellent stay. Staff were brilliant.
45	133	Very good, apart from the fire alarm!
46	134	Friendly staff, personal service, very comfy beds!
47	135	Made to feel very welcome by all of the staff that we came across throughout our stay, House keeping included. It's lovely to hear someone singing as they go about their daily work. Made a comment to the receptionist about this and she said " we are like one happy family". The complimentary glass of wine was a lovely touch and we returned to the bar after our theatre trip for another tipple. The breakfast far exceeded our expectations and we are thinking of an excuse for a return trip!
48	136	A lovely hotel. Clean, comfortable with extremely courteous and friendly staff.
49	137	I stay for 2 or 3 nights about once a month and the staff recognise me and give me a warm welcome which means a lot when you have a hard working weekend. The rooms are clean, contemporary and a nice touch is to have bottled water provided, foc, especially in the summer. The rooms are reasonably quiet considering you are in the middle of a city and I enjoy a relaxed stay.
50	138	Very good
51	139	Staff a pleasant Car park can be challenging
52	140	A very pleasant surprise, not at all what i expected. The hotel was a gem.
53	141	Our experience at St James Hotel was disappointing. The downstairs was amazing!! Unfortunately the bedrooms were very shoddy to say the least. From a distance the decor was ok but once you focused, paintwork was rough, over light fittings, revamped(painted on outside not on inside) bedroom furniture for cheapness.....badly stained inside wardrobe and drawers. Filthy mirrors, both on bathroom door and dressing table one. Poor quality curtains. Small room with bulky large furniture making it feel even smaller. Poor finish on tiles in bathroom, Windows very drafty as previously told receptionist. Sound proofing in rooms, badly fitted doors so much so that the door rattles every time someone else opened/closed theirs. Heating was ridiculous, thermostatic fan heater in the bedroom that was noisy, had to keep it on as otherwise the bedroom was an icebox like the bathroom area. Bathroom was shockingly cold even keeping the door open to allow heat in from the room didn't work.
54	142	Excellent room, great stay
55	143	Lovely boutique hotel with charm. Staff were all polite, courteous and helpful at all times.
56	144	Clean comfortable room, basic but perfect for business trip. Excellent breakfast. Dinner menu disappointing because very limited, but food was good.
57	145	Enjoyed my 2 nights, staff very friendly and helpful and rooms lovely and clean
58	146	The hotel was nice, clean and comfortable. The staff were polite and efficient, the only disappointment was the breakfast service which was very disappointing
59	147	Fantastic stay staff very friendly bar lovely Only let down was the breakfast which was only just warm and bacon and eggs undercooked. Would stay again but not choose the breakfast option
60	148	Easy, pleasant, relaxed
61	149	Relaxing and enjoyable stay. The beds were comfortable, the decor modern and the lounging areas were private and open all at the same time.
62	150	Greeted pleasantly & anything we required was helped with at all times
63	151	Very good experience. Great staff
64	152	Very pleasant, only spoilt by the people in the next room shouting and banging around at 4am for about 30 minutes
65	153	I booked the St James as my husband works away and spends three nights every week in a marriott hotel, I wanted something as far removed from the corporate hotel as possible. The hotel, decor and room were fantastic as were the staff we dealt with on reception. My only negative would be the food and beverage staff and housekeeping staff being rather lacklustre.
66	154	Very disappointing. Being woken at 10.30pm by the fire alarm going off - a false alarm with no explanation or even apology from the staff afterwards Then no hot water in the morning; asked at reception and was simply told that the heating system had broken down; no information provided on when it would be fixed; no apology provided. Gave up waiting at 10.00am & checked out. Again no apology for lack of hot water. Asked for a reduction in my bill because of lack of hot water but the receptionist told me I would have to talk to the manager by phone. Overall very poor service
67	155	Evacuation first night due to shower and no hot water morning after
68	156	Very enjoyable.. hotel room was v clean and bed v comfortable. Breakfast was v good. only criticism was that we had to wait nearly an hour after ordering some food in the evening at the restaurant bar.
69	157	Enjoyable . Imaginative decor. Couple of weak points. Bed smaller than anticipated and breakfast tea and coffee served warm rather than hot. Thanks for complimentary welcome drink.
70	158	Why doesn't everyone go to St. James's ?
71	159	very comfortable, good facilities. brilliant position. Only complaint was that the fire alarm went off on due to a problem with the shower?? we then had no hot water in the morning... this was not notified to us by the staff (perhaps a note under the door) and we had to call reception to find out what was going on, there was no offer of compensation for this or any preemptive apology when checking out, rather we had to mention it and there was simply a mumbled apology. These things cant be help but a bit of proactive rather than reactive communication would not have gone amiss.
72	160	Friendly, easy, comfortable
73	161	Calming and the break we needed. A lovely experience

74	163	A very clean, tidy and comfortable hotel with an excellent breakfast and very helpful staff. The only down side was the limited dinner menu and as I was travelling alone and did not want to wander the streets on a dark winter night looking for a restaurant.this was disappointing.
75	164	All money spent on the lavish public areas not reflected in the rooms
76	166	A lovely hotel, nicely decorated, good location and price.
77	167	Lovely, relaxing and a great hotel for any occasion
78	168	I was only there one night but the hotel was lovely. I had an issue with a bank card that had been swallowed by a cash machine but the check in process came up with solutions to deal with the problem.
79	169	The four poster room was amazing, everything we wanted.
80	170	Always a pleasure, excellent staff, lovely rooms.
81	171	I booked a crash pad and it was perfect for somewhere peaceful simply to put my feet up at the end of the day.
82	172	Great one-night stop on UK tour.
83	173	Fantastic! Brilliant Room & Superb Staff. We loved every minute of it...but we only live 20 minutes away so I doubt we will stay in a local hotel again. It was a fantastic stay and would recommend you to anyone coming to Nottingham
84	174	Very good value for money. Attractive decor - nothing shabby or tired. Room on small side, but everything needed was there, and the space was used well. Complimentary drinks a nice touch. Staff very friendly (especially on reception - very welcoming). Good selection of food at breakfast. Coffee 1st morning poor - served in metal jug, very weak (couldn't drink it)- but much better on 2nd morning when served in a cafetiere. So maybe more cafetieres needed?!
85	175	Staff were very friendly and helpful. Room clean and comfortable. Breakfast delicious.
86	176	Very good journey for us. Good breakfast and very nice to have a free glass of wine in the evening. Very comfortable hotel. The only improvement I would suggest is the size of the beds which is I think much too small for 2.
87	177	Room very clean and tidy. Staff very friendly and helpful.
88	178	Nice rooms, extremely helpful staff - a great experience
89	179	Very pleasant. We thought the location was great. Close enough to the centre of town but tucked away enough to provide a peaceful nights sleep. Appreciated the little touches like the complementary glass of wine and the sleep spray! Will definitely return. Thank you.
90	180	Pleasant. Perfect location
91	181	Staff were very pleasant and helpful, room was nice but a bit small
92	182	Brilliant. One of the best hotels I have stayed in. The room was immaculate. Staff were very friendly and easy to approach. I will definitely be back very soon. My whole experience was better than I expected and all of the staff should be proud of the work they do.
93	183	Welcomed by friendly & efficient staff
94	184	i'm not very good with words but we always stay at the mercure hotel when we come to nottingham and its was only when the mercure was full that we found your hotel and all i can say is the staff are lovely so help full the rooms that we have stayed in are great just everything is just everything we love in a hotel.
95	185	wounderful
96	187	friendly staff
97	188	Attentive friendly staff, excellent decor and well furnished rooms.
98	189	Good, could have been perfect though..
99	190	Very enjoyable and welcoming
100	191	It's a great little hotel. Lovely, funky decor and vibe. Great location. Friendly staff. Nicely prepared and presented room. And the right price. I love it
101	192	Good service, excellent food. I wish the room was better isolated, I could here everything/everybody in the corridors.
102	193	Lovely hotel . Nice surroundings on entrance. Lovely big room (stayed in 412). Went for executive as wanted something nice. Bed was so comfy and huge! Lady at reception was very helpful and polite. Breakfast was nice and no problem when we asked for fried eggs which weren't on the buffet. Good selection for breakfast, especially liked the choice of pastries and little touches like bottles of water. The staff at breakfast though didn't seem as well trained as the reception staff...for example were asked if we wanted tea or coffee but then we saw other guests have cafetieres which weren't offered as an option. One minor point was it would be helpful to have a simple instruction card for how to use the nespresso machine as took a while to work out how to get the pods in..but a nice addition to the room. Also we weren't told what time breakfast was and nothing in room to tell us (minor point). The corridors in the bedrooms areas are very oddly decorated and felt almost spooky! But a lovely hotel , room was lovely and would stay again!
103	194	The hotel staff very friendly and helpful. We had an Executive Double Room and it was immaculate, very clean and very comfortable. Our stay was like home from home.
104	195	We had a lovely stay at your hotel and will certainly come back again soon. Very friendly staff made you feel welcome. Lovely comfortable and spacious room, beds are extremely comfortable. Breakfast was great, cannot fault anything
105	196	Very pleasant experience, lush
106	197	Great location

		Brilliant nights sleep Lovely breakfast All staff polite friendly and professional
107	198	Our room was quite small compared to last time I stayed. It was also cold has the was a cold draught from the window and the kettle was broken which I reported. Staff and bar staff were friendly and helpful.
108	199	A fantastic stay. Very friendly and helpful staff. A great location for access to the city centre and Capital FM arena. Our room was clean, quiet and comfortable.
109	200	Very comforting. ...All staff friendly and efficient
110	201	Great stay, brilliant location! Very friendly staff
111	202	very good service and helpful staff.
112	203	Not good. Checkin was odd, found the chap on reception very odd. Not very welcoming or professional. Dark corridors where the lights took a few seconds to come on was very unwelcoming and dangerous. Room felt really sleazy. There was an unpleasant 'stain' on the ripped duvet cover. The dark painted walls felt oppressive. Bathroom was shabby. The toilet was so near to the wall that it was impossible to sit in it straight. Toilet seat was wobbly. Shower curtain was ripped and hanging off the shower rail. Tap at sink was half broken with part if the fittings missing. Sink was badly cracked and although probably was clean, due to the cracks looked dirty. Towels were old and shabby - not white and fluffy. Breakfast food was cold (beans, hash browns and tomatoes). Scrambled eggs looked horrible. No veggie sausages on offer.
113	204	Me and my boyfriend stayed in the four poster bed suite for my birthday on 7th March and the room was absolutely beautiful ! I don't get why the hotels only 3 star it was nicer than 5 star hotels I've stayed in , we will 100% be returning and staying in this suite again I couldn't of wished for a nicer stay. Only thing I could complain about is that reception made mistakes checking in and out , firstly we were given wrong room and we when left there was no record we'd paid as it was marked down for the room they put us in wrongly at first but other than that it's a amazing hotel!
114	205	Really comfortable room, lovely surroundings and a great location. Would have been excellent if there was port in the bar (!) and the free wine wasn't the best, but would definitely recommend.
115	206	lovely to stay somewhere a little different.
116	207	A beautiful hotel with warm and friendly staff
117	209	All the members of staff were welcoming and friendly and we enjoyed our evening in the bar with complimentary drinks and being serenaded by the singing guitar player!
118	210	very good, welcoming
119	212	Very welcoming staff. Central location with own car park. Quirky décor. Comfortable stay.
120	213	LOVELY ROOMS, SHOWERS COULD BE A BIT BETTER AND THE BEDS SLIGHTLY FIRMER . CRACKING BREAKFAST . REALLY FRIENDLY HELPFUL STAFF
121	214	Very masculine in looks although clean and tidy looking. Please put a mirror in each lift. The black paint is very claustrophobic in what is already a small lift. I was on the 5th floor which wasn't lit because of automatic lighting so it was hard to find where the corridor to my room was. When I found my room (next to the corridor door) the walls were so thin that every time someone walked through the corridor door it rattled my room door. The room was very tiny with a tiny TV and a tiny bathroom and bath. I would have much preferred no desk. Also why don't you just put a decent shower in the bathroom with a rainforest shower head rather than put a bath only designed for a midget. The staff on the front desk were efficient but not friendly and no-one offered to help with my heavy case. Also - trip advisor etc talks on several occasions about a free glass of wine. Where was mine? Breakfast was good and the waiting staff friendly and helpful but grasp of English language very poor including breakfast dishes. I wouldn't stay again - not suitable for a solo female traveller. I suggest you hire a female interior designer and make it a little more suitable for all travellers
122	215	Lovely hotel. Lovely staff. Great location.
123	216	Staff were really nice , hotel was in a great condition and a fantastic location. Had a lovely stay. Thank you :)
124	217	Relaxing and welcoming
125	218	The service from your team was excellent and we really appreciated the little extras like coffee, water and nice bath soaps and shampoos. However the interior design was not for us. I appreciate this is subjective but we were disappointed with the quality of the materials and finishes for the price of £150 per night. I believe you have been let down by your design company - they have specified very cheap finishes and materials and the whole effect seems very fake and cheap. I am sorry to give negative feedback but this is how we felt - we will not be posting any comments on public sites - we would just like to feed this back to you. We were in room 308 - not sure if that was a good example.
126	219	Comfortable room. Very friendly and helpful staff.
127	220	Stylish hotel friendly great location, lovely staff, great breakfast.
128	221	Friendly and helpful staff, clean and tidy room. Breakfast adequate. Bar area lively and welcoming. Good convenient location for city, restaurants and public transport.
129	222	Fantastic! Beautiful interior, lovely breakfast.
130	225	very good - i liked room 217. preferred it to 204 I stayed in the previous week
131	226	Only a short stay and would have liked longer
132	229	A bsautiful establishment. Amazing customer service from every individual we encountered. Was an important stay for me and my partner and the staff made our stay very special from Laura at reception to the staff making up the rooms. Beds so cosy, decor impressive and breakfast sooo worth getting up for. We hopefully god willing will definately stay again and not even bother looking at any other hotel stay in Nottingham
133	230	Very very small room with the lift noise all night and could hear the neighbours use the bathroom every time they

did!

134	231	Fabulous really enjoyed our stay the receptionist was no nice and helpful , I really got a good impression she enjoys her job received a lovely welcome and departure very good asset to the hotel thank u and our room was amazing and we will hopefully visit again !
135	232	The hotel setting and atmosphere is absolutely excellent. Staff are friendly and helpful.
136	233	We really enjoyed our stay, absolutely fantastic hotel, friendly staff, comfy bed and lovely breakfast.
137	236	It's a lovely hotel and the staff were friendly and professional. A great experience of excellent customer service. Far and few between now a days
138	237	Not sure what star rating this hotel is supposed to have ?, would be interested to know.
139	238	A very pleasant experience, one which I would say would encourage me to recommend to others in the future.
140	241	Loved our stay, loved your style and you have amazing staff
141	242	Fantastic. Room was fab, clean & comfortable, staff were friendly & helpful
142	243	Comfortable stay I a good City ce tre location
143	244	Unfortunately we were only able to stay the 1 night, but would have liked to have stayed more! Refurbishment has been carried out to the highest level. Breakfast selection and choices could not have been bettered, simply outstanding. Staff performed as they were dressed - smart, courteous and very professional. Next time we are in Nottingham, St. James will definitely be our first choice. Well done.
144	245	Very good two nights stay.
145	246	Really enjoyed our stay. Property is beautifully decorated and the staff were both friendly and helpful.
146	247	Very pleasant staff, loved the decor, large room well equipped. Downsides were phone not working, lots of noise from corridor from returning revellers! Great breakfast!

TOTAL RESPONSES

146

Question 7: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	117 / 74%	36 / 23%	3 / 2%	1 / 1%	2 / 1%	159	0
The ambience, design and interior decoration appealed to me	101 / 65%	42 / 27%	5 / 3%	5 / 3%	2 / 1%	155	0
The atmosphere was warm and friendly	99 / 65%	44 / 29%	6 / 4%	2 / 1%	1 / 1%	152	0

Question 8: Do you have any other comments regarding your arrival and/or any pre arrival contact? If so, please try to state the names or description of the member of staff who served you.

Result Set: Response ID: Answers:

1	79	All details with staff were pleasant
2	81	Very welcoming
3	83	Saturday 3/01/2014 (approx 5pm). Male member of staff on reception provided us with the incorrect room number (302 instead of 320). Could have been quite embarrassing/uncomfortable if there was a person was already in the room as I was struggling with the lock for 2 mins before returning to reception.Staff member friendly and apologised for his mistake.
4	85	Reception staff so helpful, made us feel very comfortable and welcomed. Thank you!
5	90	Very friendly receptionist and charming polite chambermaid who helped me when I couldnt find the lift
6	98	Italian guy in the restaurant very personable as was the guy on reception
7	100	There was an unusual smell in the room and the taps weren't marked hot or cold ! Room 506
8	103	Friendly. Very competently assured.
9	104	The French lady and Indian man at the reception were very friendly and helpful.
10	107	Car park signage wasn't clear
11	112	Friendly and helpful

12	116	everything was perfect !
13	117	Glass of wine was a nice touch
14	118	Glass of wine was nice touch
15	120	All the reception desk staff were welcoming, nothing too much trouble.
16	122	All most helpfull
17	125	Speedy check in with room nice and warm on arrival.
18	126	I think it was Danielle (Foreign lady with black hair) on reception who was lovely, friendly and couldn't be more helpfull. Chris Harrison dealt with us on departure and again couldn't have been more understanding and helpful. Very professional and effective.
19	129	Very helpful and friendly
20	134	All fine and very professional
21	135	Lovely to be served by so many happy staff. I can not single out any one member of staff as they were all excellent.
22	136	Wonderfully friendly staff. Particularly Afro/Caribbean lady on door of restaurant and lovely young lady waitress who had short blonde hair and glasses. Think she was Scandinavian or Dutch. Excellent customer service
23	137	I regularly see 3 members of staff, a gentleman and 2 ladies and they are all very warm and friendly as well as professional.
24	141	The receptionist booked us a taxi the the greyhound racetrack on the Monday evening,,,,,,,,,being unfamiliar with the area etc we thought it was a good idea. If you have a contract with a certain taxi firm then we were taken literally 'for a ride!' The taxi you booked for us collected us outside the hotel and dropped us at the stadium, the driver turned the clock off half a mile away from the destination and charged us £10. We got a taxi from the stadium (Trent cars) and dropped us at the door and it cost us £5.40???? and that was at 10.30pm Not impressed to say the least.
25	142	The lady on reception was very pleasant
26	143	Both ladies on the reception at check-in (5.30pm 3.2.15) and checkout in the morning (8.30am 4.2.15) were very polite and professional.
27	148	Very pleasant young lady behind the desk, smiley and friendly. Possibly Caroline, maybe French?
28	151	Very good reception staff. Young lady was French maybe
29	153	No, we arrived between three and four pm, we had what seemed to be a senior male member of the team check us in. He was very polite and explained all we needed to know.
30	154	I am expecting a phone call from Chris Harrison and an offer to reduce my bill. If this is not forthcoming I will make a formal written complaint
31	155	Such a shame our stay was not as expected, lovely room and hotel.
32	158	Just so warm and good eye contact at reception!
33	161	Carolina on the front desk was very nice and polite, lively and cheerful. The other member of staff was the night porter/bar manager who was also very nice and very helpful
34	164	Strange way of taking the payment plus £20 on arrival, then when checking out cancelling the above then taking the correct payment!
35	166	Receptionist busy on the phone and I had to wait a while for attention.
36	168	The only reason I have marked the 'Atmosphere was warm and friendly' down is because the hotel was quite empty and so there was no atmosphere to speak of. The staff were friendly though.
37	173	The receptionist who booked us on was really friendly & helpful. We have stayed in a lot of hotels in London and they could learn a thing or two from you
38	182	Laura I think, was very friendly and even offered to look after our bags as we had arrived a little early. All of the staff were very nice though.
39	184	we stayed on the 14th february and all the reception staff were amazing just sorry i didn't get their names
40	185	wonderful reception stall everyone who was on when we have stayed
41	189	You need a gluten free menu.. No bread or anything I could eat. Disappointing.. Also lamp in room did not work and the tap on the bath comes off in your hands..
42	193	Lady on reception was lovely...dark hair and spoke with an accent. She was very helpful and ordered us a taxi in the evening. She was very warm and professional
43	194	I had phoned before arrival for help with parking and to see if we could check in an hour earlier. Staff were very helpful, I am sorry I cannot remember the name of the person but date was 28.02.15. Same person greeted us in reception and again, very helpful with parking car, notifying us room was ready - approx 1.00 pm 01.03.15. Have to also say, receptionist on evening of 01.03.15 very helpful. No name, but knew she was French.
44	195	All staff were especially friendly and welcoming especially Coralie on reception and the bar staff.
45	196	Very helpful receptionist
46	197	Very welcoming reception staff
47	203	Can't remember name of chap on reception but he wasnt good. Thought he looked scruffy and, like the hotel, sleazy.
48	205	All reception staff were warm and friendly and very professional as were the team working at breakfast.

49	210	writing of member of staff was not easy to read. I didnt hear my room number as I was wresting with my wallet, and when I went to the room, i could not tell if the room was 201, 204 or 207 from the receptionist writing
50	215	No problems. Very welcoming.
51	218	Staff and service were excellent - just didn't like the design / low quality finishes for the price
52	221	we arrived too early to check in but staff helpfully offered to look after our case until we returned later
53	225	very friendly on both check in and check out. No extra hold taken on my card for a Friday rather than a Saturday. is this standard, or just depends on who you get?
54	229	Laura welcomed us and a gentleman. Both very kind and friendly
55	230	Well emailed. Good travel directions for driving.
56	231	I can only say everything was absolutely fantastic would definitely visit again thank you
57	232	All staff were friendly and helpful. I did call the night before arrival and said that it was my partner birthday treat along with concert tickets. the receptionist said she would make sure we got a better room and maybe something complimentary in our room. Although this didn't happen, and a little disappointing. We still had a wonderful stay.
58	236	Received reminder email etc
59	238	I didn't catch names, but during my stay I must have spoken with 3 or 4 members of staff, all of whom were very helpful, friendly and always smiling.
60	241	Very helpful
61	244	Very efficient and helpful.
62	247	All was going smoothly and efficiently at check in until the managed intervened! Not sure why he needed to as the receptionist was very friendly and super efficient. It then got very confused.

TOTAL RESPONSES

62

Question 9: In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was comfortable and well appointed	95 / 62%	45 / 29%	7 / 5%	6 / 4%	0 / 0%	153	0
There was a good selection of products in my bedroom	99 / 64%	42 / 27%	11 / 7%	1 / 1%	1 / 1%	154	0
The room was cleaned to a high standard	106 / 69%	40 / 26%	3 / 2%	2 / 1%	2 / 1%	153	0

Question 10: Do you have any other comments regarding your bedroom? Please start your comment with your room number.

Result Set: Response ID: Answers:

1	78	Bathroom needed updating. Cracked tiles around the toilet
2	79	but we did have the Four Poster Room
3	80	601 preferred our previous stay room on the 3rd floor
4	81	Spotless
5	82	608- very clean, beautiful interior.
6	84	The bathroom door handle fell off.
7	89	We loved everything about it, all the little things in the room like bottles of water and nice products was lovely
8	90	Room 117 ,lovely bed , but did miss a mini bar
9	91	on our second day sunday the 4th january we left the room at lunch time and arrived back at 2/30 to find housekeeping had not been i left my door open as housekeeping staff were still around but nobody came to me,by 2/45 my husband and i went back to bed as i had worked all christmas and wanted to rest, unfortunately there was no do not disturb sign in my room by 3pm housekeeping woke me up i could not let them enter as my husband was asleep and now i was wide awake and very tired our room was untidy and the bins overflowing after trying to get back to sleep i gave up and got up and felt the situation needed to be complained about which is what i did
10	97	I felt that there could of been more bath products as we were two staying. However satisfied with quality.
11	99	There was an unusual smell in the room and the shower/bath taps were unmarked as to which was cold and which was hot !

12	101	room 506, there was an odd smell in the room when I arrived and the taps weren't marked hot or cold !
13	103	R404...lovely...I had been upgraded and felt I'd won a prize!
14	106	413 clearly the view is not that great!!
15	108	The bathroom is so small the lavatory seat would not stay up. When flushed, the top of the back shelf raised up making it difficult to flush. The water in the shower whilst lovely and hot, didn't maintain a consistent temperature.
16	110	Lack of suitable hangers for shirts etc
17	112	Much Smaller than expected
18	113	Needs a spare pillow!
19	114	505 ,mattress was very hard ,tough to please everyone I know .
20	116	beautifully appointed rooms , spotlessly clean and well equipped !
21	117	A blind at window would improve privacy as overlooked multi storey car park
22	118	A window blind would improve privacy as overlooked by multi storey
23	120	609 we found the room and especially the en suite a bit cold but this was explained to us next morning about there being a boiler issue. Shower control looked broken/ very hard to adjust. Room well equipped, I did struggle with a single quilt especially as I was cold but I'm not used to a single bed. Nice room, suited our needs.
24	121	Loved the pillow spritz, but disappointed with coffee granules.
25	122	Lack of a welcome pack about hotel and information of places to visit room 409
26	125	Room 313 Lets say "Funky" applies to the decor we loved it" There may be others that it has not such a great appeal. Huge comfy bed, coffee machine (Instructions on how to work would be an idea as lost one of the Pods by putting in the wrong way), lovely clean towels, biscuits on arrival + free glass of wine. All that you need.
27	126	Rm 202. Apart from lack of hot water everything was great.
28	129	Phone did not work
29	130	Bathroom floor was very worn. Mini bar cupboard was unlocked and battered
30	131	Room 208 Wifi connection was extremely slow. On the night I arrived it worked ok but on the other 2 nights the speed was very poor. Also the TV screen is way too small. The wall is big enough to support a bigger TV.
31	133	Room 318. Would expect, and like, bigger single beds in a 'boutique hotel.'. Expect a quality finish in a boutique hotel: the bathroom was not. The chrome fittings did not look quality. The floor looked terrible with 2 tiles that did not match the rest . The painting looked like it had been done by amateurs: there were runs of paint and splashes on the brass fittings on the door Why had the brass fitting not been replaced to match the chrome fittings elsewhere, or at least polished ? There was no filler between the bath and the tiles and around the door frame.
32	135	Better than expected.
33	136	416 very clean. Pleased how comfortable it was
34	137	I have been in many of the rooms and they are all of a high standard. It is particulaely nice to have an opening window to obtain fresh air and the mist spray is a lovely touch as is the pad qnd pencil.
35	139	Soap was replaced every day which i thought was unnecessary as id used it once, and then had to open a new one the next day
36	141	102. Comments in previous question.
37	142	The temperature was great but a little too hot once in bed
38	148	402 small but perfect for my needs.
39	151	509. Better & more decent coffee pods would have been appreciated, not enough for 2!
40	152	stayed in room 404, excellent room
41	153	127 (I think!), the safe did not want to work but someone did come up and assist with it.. on the Sunday morning about 9am we received a knock on the door I answered with a "no thankyou" as I was still in bed. I can only presume it was a member of the housekeeping team. They should announce who they are if they expect a guest to answer the door. Secondly they should not be knocking before check out time. Early checkouts should be reported to the housekeeping staff... Not a very relaxing start to the morning.. they were quite loud whilst cleaning around outside our room, again on a sunday morning with lots of leisure guests in the hotel they should be more respectful.
42	154	Yes there was a strange stain on the bed-sheet and the inside of the sink was covered in small chips
43	157	607 bed smaller than we are used to.
44	158	Comfortable and easy. A room it's easy to be in and relax in
45	159	very impressive
46	160	The bedroom floor was a bit dirty, otherwise all was good
47	161	202 the window over the bed was draughty and I don't think fitted properly.
48	163	My room was compact but comfortable. 501

49	164	Unable to turn the radiator off so room was baking hot, thankfully the window opened and the air conditioner worked properly (We mentioned this to reception on our departure) No soap in the bathroom
50	167	I stayed in room 207, it is a nice cosy little room with a good sized bathroom
51	169	Room 117
52	171	Lovely, cosy room.
53	173	Just fabulous
54	174	Room 402. Smaller than I had expected, but had everything we needed, and space was used well.
55	176	Size of the bed too small for 2.
56	182	Beautifully decorated. The room was extremely clean. Couldnt of asked for better.
57	183	Lovely to have a nice coffee maker in the room.
58	184	i think it was 404 . i didn't like were the toilet was it felt cramped
59	185	we stayed in 404 great room had to ask for more coffee pods because their was only two but it was sorted straight away. so no great room
60	187	phone and irons do not always work. Internet extremely poor.
61	188	Slept well. Very good decor and welcoming.
62	189	Check the items work, eg lamp
63	190	All was very good but mattress was not the most comfortable (room 516)
64	191	Room 109. It was noisy until about midnight, from the bar. But Saturday night, so I'm not bothered
65	193	Lovely big room (412). Bed was huge and so comfy! Nice to have a sofa too. Bathroom felt a bit downmarket compared to the room
66	194	509 - Immaculate. Loved the Super King Size bed and very comfortable.
67	195	I did mention at reception when we checked out that the bathroom door handle was loose and did fall off once. It wasn't a problem as it went back on but probably needs looking at
68	196	Room was wonderful but air conditioning was very noisy 606
69	197	Lovely and clean. Bed very comfortable everything I needed
70	198	As mentioned previously
71	199	Room 508. Spacious room. Great bed. Shower could have better (temperature fluctuated widely).
72	201	We were in room 513 and the kettle didn't work! Other than that it was great. Very comfortable
73	203	Colours were too dark and it felt like something if you "Fifty Shades". Every felt dirty, even though it probably wasn't. Clean white surfaces could be more pleasant. Window sills were so wide it was difficult to reach the windows to open them.
74	205	room 408. Loved the nespresso in the room!
75	208	Slightly annoyed by Cleaning staff knocking on the door waking us up.
76	209	It was a nice large room (504) with a very large and comfortable bed. Perhaps a small chest of drawers to put clothes in would be useful for some guests.
77	210	excellent hot chocolate!
78	213	318 A BETTER SHOWER AND A FIRMER BED WOULD HAVE BEEN NICE . A LITTLE BIT NOISY WITH DOORS DOWN CORRIDOR SLAMMING OCCASIONALLY DURING THE NIGHT
79	214	Too tiny particularly the bathroom and bath
80	215	A room with a view would have been nice
81	218	Finishes cheap - did not feel authentic,
82	220	two chairs in the room seemed odd. bath room door hit the bed when it opened.
83	221	I did think this attic room was much too dark, with grey walls, dark red wall paper and with such small windows there was hardly any light. Sadly the toilet seat was loose, and the shower control was suspect in that it was difficult to find a comfortable temperature. I was scaled more than once.
84	224	Fan heater in the room is noisy, so left it off all night and the room became cold. Would be better with a quieter heating unit (e.g. wall radiator).
85	226	I thought the bathroom rather dated and chip in bath and marks in sink -:didn't match the decor of bedroom
86	229	Other than perfect no!
87	230	101 very small. Cold till we found out how to work the heater! And very cold at night cos couldn't leave heater on overnight cos of added noise!
88	231	304 the room was great and the bed I just loved so relaxing the whole experience was brilliant as we saw Lionel Richie concert

89	232	as I said previously had hoped after telephone call for a slight upgrade.
90	236	It was a little noisy as we were close to the lift.
91	239	It is rather unfortunate that the fuse boxes in the rooms make a humming noise. The first room allocated was particularly loud and I changed rooms due to this
92	241	Please keep up your standard of cleanliness as this makes for a good stay
93	243	We stayed in room 402. Its A twin room with lovely views. And good sized bathroom but 2 chairs in the room made it difficult to maneuver. Suggestion is that one chair is plenty.
94	244	Room 518. Equipped to a very high standard.
95	246	202. Had everything need and a few more beside perfect for what we needed for an over night stay.

TOTAL RESPONSES

95

Question 11: In regards to your bathroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The bathroom was comfortable and well appointed	75 / 50%	54 / 36%	11 / 7%	6 / 4%	5 / 3%	151	0
There was a good selection of products in my bathroom	99 / 66%	38 / 25%	12 / 8%	1 / 1%	0 / 0%	150	0
The room was cleaned to a high standard	102 / 68%	40 / 26%	3 / 2%	4 / 3%	2 / 1%	151	0

Question 12: Do you have any other comments regarding your bathroom? Please start your comment with your room number.

Result Set: Response ID: Answers:

1	78	Cracked tiles around toilet. All in need of updating
2	79	the four poster room is exceptional value
3	81	Outstanding
4	89	Great size
5	92	608 - bathroom a bit grubby particularly round corners and radiator, bath seal black.
6	101	no marking on the taps as to which was hot or cold !
7	103	I love a bath and it had a plug on a chain which I loved as opposed to some remotely manoeuvrable plug!
8	106	413 its a very standard hotel bathromm
9	108	Romo 505 see previous comments
10	112	Was ok
11	113	Sink was a bit small and plug wasn't very effective.
12	114	505 , toilet seat will not stay up and its every easy to see why , very irritating indeed .
13	117	A heated towel rail so towels could be placed in bathroom would help
14	118	405 A heated towel rail so towels could be located in bathroom
15	119	Plug wasn't working and shower needs updating
16	120	609 shower control broken or very stiff. Bathroom nearly as big as the room!! Could do with some brighter lighting for doing make up etc. Products were nice to use.
17	122	All very good even his and hers dressing gounes
18	125	Room 313; Have to comment that the control on the shower was badly cracked but still worked.
19	126	As previous
20	128	Unfortunately on the final morning of my stay there was no hot water. The reception staff were apologetic and I received an email from the manager apologising for the inconvenience, which was appreciated.

21	133	Room 318. Please see bedroom comments. Did not realise There would be a separate bathroom one.
22	134	The baths are too small to enjoy a good soak in. In some rooms the toilet seats don't stay up due to the basin being too close
23	137	The only thing I would say is that t vanity units are clearly left over from before the modernising and the loo seats are alittle tempremental but they fit my needs well.
24	139	I forgot to pack a flannel. Then remembered that there was a vending machine in hall way the last time i stayed at the hotel. Wasnt there this time. Didnt seem to be able to buy one round the corner at tesco, so went to sainsburys.
25	141	102 Comments in previous question in brief, cold, drafty, poorly fitted bath, shoddy tiles
26	148	402 clean but a bit tired. Shower very good pressure.
27	149	Room 114 - areas of the bathroom floor and edges around the door were looking rather worn - some new sealant and grouting would make it fresh. The bath curtain needed to be in the bath to stop water flooding the bathroom when having a shower, but this meant the bath got smaller when having a shower - this made it claustrophobic and it stuck to you.
28	152	very tight squeeze to use the toilet, very close to the wall
29	153	Shower was hotel but no very powerful.
30	154	As previous comment lots of small chips inside the sink; plus of course NO HOT WATER
31	157	607 shower little bit tricky.
32	158	Hot hot water! Clean! Sparkling! A plug. Towel rail that worked!
33	160	The floor was dirty
34	161	202 extractor fan didn't work in the bathroom.
35	164	603 No soap, the shower lacked any power and the room needs updating
36	167	Good sized bathroom, room207
37	170	The hot water from the shower wasn't very hot.
38	171	Due to the shape of the basin unit the w/c seat didn't say up particularly well (room 211) not massive issue in the scale of things.
39	174	402.The mixer tap was left on shower setting, so when I went to turn the taps on to run a bath I got absolutely soaked.
40	182	Again beautifully done. The plunge bath was lovely.
41	183	512 The bathroom door was very squeaky, just needs oiling. Unfortunately I was unwell in the night so the squeak added to the disturbance for my husband. I had a bath in the morning and wished I'd rinsed the bath first, looked clean enough but there was a dusty sheen to the water.
42	185	the toilet was a bit near the wall and i didn't like weir the toilet roll holders were just felt a little cramped
43	189	bath tap comes off in your hand.. need more toiletries.. and towels
44	192	112 Strongly leaking shower faucet, every use was inundating the bathroom despite the shower curtain
45	193	Shower was great! Really powerful! No window or fan so steamed up quickly and felt quite basic in appearance
46	195	609 - only regarding the door handle which needs looking at
47	196	Shower was very difficult to use 606
48	203	It was shabby. The showere curtain was broken and hanging iff rhe rail. Towels were old and grubby looking. Toilet too close to wall, difficult to use. Tap broken.
49	207	317 the only downside to the room was the toilet generally took two flushes and the water in the shower cubicle seem to take an age to empty.
50	209	There didn't seem to be an extractor fan in the bathroom and occasionally the shower would go suddenly very hot.
51	210	no hot water on Sunday morning just after 10am
52	213	PLEASE SEE PREVIOUS COMMENTS
53	214	Put in a decent shower instead of the too tiny bath
54	215	Only that flush on toilet a little bit hit and miss.
55	218	Again cheap finishes and materials better suited to a budget hotel
56	219	Water pressure for shower poor.
57	220	The door hit the bed and the door to the room, not enough space for it to open fully.
58	221	See back. Toilet seat was loose. Shower control was difficult in that i found it hard to stabilize the temperature and was scalded more than once.
59	224	No face flannels provided - makes shaving difficult.

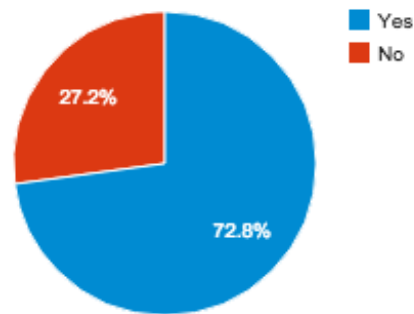
60	225	tight, but ok. Preferred just a shower (room 217) than a half bath with a shower over it (204)
61	226	See answer to previous question. Shower also old and too complicated
62	230	The loo seat wouldn't stay up on its own! Timing was hilarious!
63	231	Very posh
64	232	love the products - maybe would nice to be able to purchase them in the hotel.
65	243	Lovely big window great views and light
66	244	Room 518. Spacious, clean and tidy.

TOTAL RESPONSES

66

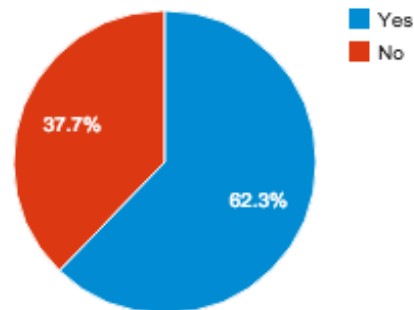
Question 13: Did you have breakfast with us?

Answers:	Responses:
Yes	110 / 72.8%
No	41 / 27.2%
TOTAL CLICKS	151
TOTAL RESPONSES	151



Question 14: Did you dine with us and/or have a drink at the bar?

Answers:	Responses:
Yes	94 / 62.3%
No	57 / 37.7%
TOTAL CLICKS	151
TOTAL RESPONSES	151



Question 15: When you had breakfast, how would you rate ...

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The service at breakfast was of a high standard	55 / 50%	40 / 37%	7 / 6%	5 / 5%	2 / 2%	109	0
There was a large selection of food available	73 / 67%	30 / 28%	4 / 4%	2 / 2%	0 / 0%	109	0
The ambience and atmosphere was relaxed and comfortable	70 / 64%	31 / 28%	4 / 4%	4 / 4%	0 / 0%	109	0
The food was of a high quality	59 / 54%	30 / 28%	13 / 12%	3 / 3%	4 / 4%	109	0
The food was well presented	62 / 57%	32 / 30%	10 / 9%	3 / 3%	1 / 1%	108	0

Question 16: Do you have any other comments regarding breakfast at St. James Hotel?

Result Set: Response ID: Answers:

1	79	Local sourced food was of a very high standard
2	81	Normally in hotels not enough staff however there was a few too many on at breakfast. All however where outstanding
3	84	See other comments. Didn't like the water/fish tank noises!!
4	85	I had eggs royale, absolutely fantastic! Choices of breakfast first class
5	92	Breakfast was adequate. Buffet element was good, well presented and good selection. Hot breakfast was cooked well enough but quality of the bacon and sausages were not very good - they tasted odd.
6	98	All the hot food was cold - for us it was inedible but others seem ok with that. Scrambled egg was mottled in appearance like it had been cooked with the mushrooms.
7	102	There was not sufficient room for all the diners so some people were left waiting or having to share tables
8	103	Breakfast is perfectly pitched with friendly service and help yourself facility. Cafetiere or teapot and china ...nice detail
9	106	much better than normal hotel buffets - very impressed
10	108	Previous comments... breakfast wasn't good (cooked that is)
11	113	Couldn't fault it
12	118	Poached eggs?
13	119	If I am being picky and I guess being picky is in your interest of bring the best possible hotel....it would be helpful for staff to explain briefly how breakfast works and the options rather than just tick you off. The first day the staff were very attentive and quick in terms of asking me whether I wanted a hot drink but the second day I had to go up to the staff and ask, not quite as attentive.
14	121	We didn't make it to breakfast until later in the service which meant the food had been sat there for a while and was a little past its best, but it didn't detract from the quality of the food it just meant the bacon was a little tougher than it would have been an hour earlier. Fresh eggs served how you like them is a nice touch!
15	122	Exalant
16	125	Good selection and well presented .. I do not eat eggs myself but my partner was puzzled at the colour of the scrambled eggs (rather yellow/brown) and she was unable to eat them. Otherwise especially good cheeses and tasty muffins. PS; A fault with many hotels the bacon is very seldom brown and crispy especially the streaky.
17	129	Bacon could be cooked a little more
18	133	Think you need to get single person size cafetieres. My first pot was just brown coloured water. The replacement pot was fine, but economically for you it is rather wasteful on the coffee.
19	134	I really like there is a good selection of healthy and continental options and the homemade granola with cinnamon is gorgeous
20	135	Better than most hotels.
21	136	We will certainly stay again if we return to Nottingham
22	139	If your staying at the hotel for a whole week breakfast seems quite pricey.
23	143	Again the staff on duty at breakfast on 4.2.15 were very attentive and ensured the tables were cleaned quickly for the next guests arriving
24	146	The tables were dirty and were only cleaned after we sat down. The scrambled egg on the buffet looked raw, we had to find a member of staff to get coffee, at that point we were told we could order freshly cooked eggs, we had almost finished the rest of our breakfast when these arrived. The staff however were very polite and helpful but I think a more organised system is required.
25	148	Bacon and sausages a bit undercooked, staff very friendly
26	149	A choice of eggs with breakfast would have been nice. There were also a lot of staff hovering around so that just as you finished with a plate it was taken from you.
27	150	The eggs were not to my liking, but that is my preference
28	151	As noted by your staff the sausage in the cooked breakfast leaves something to be desired
29	152	good value and choice
30	153	This was my major area of disappointment, having spent many years working as a HR Manager for Hilton Hotels I know what a good breakfast experience should be. We were expected to find an empty, clean table. Took ages to find someone willing to make us a pot of tea. The girls really were not interested in customer service they seemed to wander aimlessly. The food was also not great, the bacon was very pale and greasy looking, the scrambled eggs were just plain odd looking (I suspect somesort of made from a packet variety??). And when my husband asked for a poached egg, he had long finished his sausage and beans before it arrived swimming in water. First and last impressions are so important and this breakfast experience was very off putting. I appreciate on a busy Sunday that a buffet is the easiest way to deal with everyone coming down together late on. I would however recommend having a chef present to keep an eye on the buffet and deal with the topping up of the beans etc. Half way through the service you should change the tray the beans are in - to stop the dried up marks around the edge. I would chose to stay in the hotel again but I would be reluctant to dine with you, and would ask for a room only rate in future.
31	155	Sausages were dry
32	157	Tea and coffee warm instead off hot. Water brewed in urn

33	158	Super duper attentive service. Warm manner. And just ace to have service
34	167	Very happy with the breakfast, was a wide selection and would rate it excellent.
35	173	Loved it! Thank you very much
36	174	Coffee 1st morning was undrinkable - very weak. Served in a metal jug - apparently all cafetieres were being used. Possibly had not been given enough time to brew? Coffee on 2nd morning much better - served in a cafetiere.
37	176	Very very good! I am allergic to lactose, it would be a good idea to offer lactose free milk and yogurt in order to be able to eat everything. Would be useful as well to write on each plate if there are allergies ingredients.
38	183	Only marked down on service as we waited 10mins to find out what herbal teas were available.
39	185	more choice on the eggs or if their is be told you can have a choice because i like pouched eggs
40	191	Best I've had in a while
41	193	Lovely selection. ..something for everyone. Was no problem when we asked for fried eggs. Food was lovely . Sausage was good quality although didn't like a lamb sausage at breakfast...a nice pork one would have been a good option. Waiting staff were prompt and put out fresh food constantly so always a good supply and was all nice and hot but they all looked a bit miserable! But was a lovely breakfast!
42	194	Again, on entering the restaurant, staff very helpful. Lovely selection for breakfast.
43	195	The food was delicious
44	197	Nothing appeared too much trouble for the friendly staff
45	200	Most cooked items ok but sausages not hot
46	203	All the cooked breakfast items were cold. Was unhappy that there was an extra charge for hot chocolate. staff were unhelpful and slightly rude when we asked to move tables to accomodate a group of 7 people. We were almost accused of taking up too much space, when, infact by all sitting together around a large table we were taking up less space than if we were all at separate tables as couples.
47	205	We both prefer our bacon cooked a little more than it was and I would have liked an option on how my egg was cooked but otherwise a fantastic selection.
48	207	the best breakfast I have eaten in a hotel, nothing was too much for the staff. we left feeling stuffed.
49	209	The continental breakfast range was very good as were the sausages.
50	212	We had eaten a large meal the night before, so unable to have the full cooked breakfast, unfortunately!
51	215	Breakfast sets you up for the day.
52	217	I am on a strict eating plan and was disappointed there was only scrambled egg available which looked very creamy, I was hoping there would be a choice of fried eggs or boiled eggs too. Apart from that everything else was excellent.
53	219	We were not told of the time breakfast finished. I tried many times to call reception but the line was always busy. We arrived for breakfast at 10.40. The staff were very helpful and we had a light breakfast which was fine as we having an early lunch and a member of staff did offer to have something cooked. So, not really an issue but it would be a good idea to inform guests of breakfast times and may info in the rooms.
54	220	I am veggie and it was still a great choice.
55	221	I found the bacon tasteless. I'm sorry to say the scrambled eggs did not look appealing but otherwise the cooked options were fine. The cereals, and fruit juices were OK but limited in choice. i did like very much the selection of dried fruits, and the loaves of bread. I appreciated being able to have a decaffeinated coffee.
56	224	Could have been some poached eggs available with the hot breakfast
57	226	Menu said veggie sausages but didn't see any - should i have asked?
58	229	Perfect
59	232	We had breakfast in our room. arrived on time - slightly cold but not a problem - delicious!! Bar is so comfortable enjoyed our afternoon tittle.
60	237	No milk brought up with breakfast to the room , asked for various ketchups when ordered, non arrived.
61	241	Breakfast there was a brilliant choice
62	244	Staff could not have been more attentive, friendly and helpful.
63	246	Breakfast was excellent and the choice was brilliant. Staff on duty were welcoming and attentive dealing with seating drinks and table cleaning quickly and with the minimal of fuss. Hope this make sense you knew they were there but they didn't get in the way.

TOTAL RESPONSES

63

Question 17: When you dined with us, how would you rate ...

Strongly
Agree

Agree

Neither
Agree nor
Disagree

Disagree

Strongly
Disagree

Total
Responses

Not
Answered

I was greeted professionally and made to feel welcome	50 / 66%	22 / 29%	3 / 4%	1 / 1%	0 / 0%	76	0
The service was of a high standard	44 / 60%	20 / 27%	7 / 10%	2 / 3%	0 / 0%	73	0
There was a nice selection of food available (if applicable)	17 / 32%	17 / 32%	11 / 21%	6 / 11%	2 / 4%	53	0
The food was of a high quality (if applicable)	17 / 34%	18 / 36%	11 / 22%	3 / 6%	1 / 2%	50	0
The food was well presented (if applicable)	16 / 33%	20 / 41%	10 / 20%	2 / 4%	1 / 2%	49	0
The food was served in a timely manner	16 / 31%	23 / 44%	12 / 23%	1 / 2%	0 / 0%	52	0
The food items were competitively priced (if applicable)	11 / 24%	20 / 43%	13 / 28%	1 / 2%	1 / 2%	46	0
The quality of drinks served were of a high standard	38 / 46%	33 / 40%	11 / 13%	0 / 0%	0 / 0%	82	0
The drinks served were well presented	41 / 49%	33 / 39%	10 / 12%	0 / 0%	0 / 0%	84	0
The drinks were competitively priced	30 / 38%	29 / 37%	15 / 19%	4 / 5%	0 / 0%	78	0
The ambience and atmosphere was relaxed and comfortable	48 / 60%	28 / 35%	4 / 5%	0 / 0%	0 / 0%	80	0

Question 18: Do you have any other comments regarding dining at St. James Hotel?

Result Set: Response ID: Answers:

1	85	Just a small point (just being slightly picky), but air conditioning in the bar area was a bit too cool
2	89	Great atmosphere and kind staff
3	90	Lovely hotel have stayed twice now and will be back
4	93	spotlessly clean wine glasses
5	103	Drinks only but cosmopolitan feel Adds to experience
6	112	A bit slow considering I was the only one eating in the bar, friendly and accommodating though
7	115	Bar staff very accommodating and friendly.
8	119	Very nice and vastly improved ambience in lounge, really nice. Again being picky but we had a sherry that was served in the wrong glass (that was meant to be used with coffee liquors) and the bar staff seemed a bit confused about what sort of glass to serve it in. The eastern European woman (black shoulder length hair) on Friday night was a little rude- "what would you like because you have been there for 20 minutes" and slapping the bum of the other barmaid wasn't great from a professional POV
9	120	Felt menu choice was a little limited on the hot snacks front so elected not to have anything. Bar had run out of Pimms. Staff excellent, very attentive on replenishing drinks. Lovely atmosphere and surroundings.
10	122	Most enjoyable
11	134	I am a regular visitor and really value the personal service
12	140	The free wine voucher was great. Loved the decor, if I lived local I could see myself visiting the bar regularly.
13	141	We appreciated the free drinks voucher, was a nice touch
14	144	Menu was very limited, appreciate this may be because of large number of local restaurants
15	148	I didn't dine but enjoyed our free glass of wine very much.
16	158	Ate out. Food menu a little sparse and you have strong competition from wide variety of restaurants. Did I enjoy drinks at the bar and thank you for my free drink!
17	159	did dine with you - just had a drink.... free wine was a good idea on arrival but wine was not good!!
18	160	I didn't dine, I just had a drink in the bar and the service was very good.
19	178	Really nice meal
20	182	Very friendly girl served us at the bar, very fast service with a smile. couldn't ask for more.
21	183	We got a drink to take back to the room when we got in after having a late meal. I was disappointed there wasn't some chocolate available from the bar to snack on. We didn't want to pay £5 room service charge for a pudding instead.

22	187	terrible food menu
23	189	gluten free menu please
24	193	Just had the free glass of wine which was a Nice touch and was nice
25	205	Sorry only had breakfast
26	209	We enjoyed the convenience and ambience of dining in the hotel. I think portion sizes could be smaller of the lasagne and crumble and perhaps less salt could be added to the crumble. The house wine was very good.
27	219	Se only had 1 drink at the bar. Ser ice was fine. Price reasonable
28	220	bar area is lovely free glass of wine was a very nice extra.
29	229	We did not dine as did not know food was available so made alternative plans.
30	231	The breakfast dining team seemed very pleasant but we had to ask for coffee and some bacon, although everything was lovely my impression was the staff were walking round with trays tiding around and not filling up the food or offering drinks or re filling the empty juices but that was the only indication of let down the breakfast which was a real shame because everything looked amazing
31	232	Enjoyed every moment. Décor is superb.
TOTAL RESPONSES		
31		

Question 19: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	2 / 17%	10 / 83%	0 / 0%	0 / 0%	12	0
We were able to access the internet easily	3 / 20%	3 / 20%	5 / 33%	2 / 13%	2 / 13%	15	0
Refreshments were delivered as requested	0 / 0%	4 / 31%	9 / 69%	0 / 0%	0 / 0%	13	0
Our business meeting requirements were met	0 / 0%	3 / 23%	10 / 77%	0 / 0%	0 / 0%	13	0

Question 20: Do you have any other comments regarding St. James Hotel as a business venue?

Result Set: Response ID: Answers:

1	93	the wi fi didn't appear to work in my room
2	103	My business was not on the premises, sorry.
3	104	Need better WiFi service.
4	112	I did not use it as a business venue, I was staying on business
5	128	n/a
6	158	I work nearby.
7	160	I wasn't there for a business meeting
8	187	Internet very poor and I no longer work from the hotel becuae of this.
9	224	Didn't have a meeting, so not applicable,. However in room internet service quite slow.
10	239	did not use as business venuw
TOTAL RESPONSES		
10		

Question 21: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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Were polite and courteous at all times	108 / 72%	38 / 25%	3 / 2%	1 / 1%	0 / 0%	150	0
Were attentive to my needs	101 / 67%	38 / 25%	4 / 3%	5 / 3%	2 / 1%	150	0
Made me feel well looked after	103 / 69%	37 / 25%	2 / 1%	6 / 4%	2 / 1%	150	0

Question 22: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

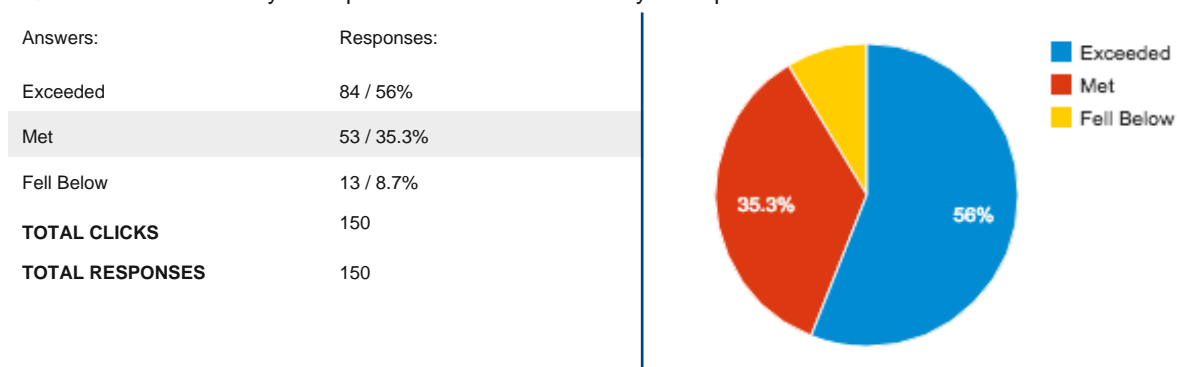
1	79	all were very good
2	81	We stayed in room 512 and the chamber maid went out of her way to help by opening doors, smiling and went that extra mile so well done to her
3	85	Everybody in the team were really helpful, friendly and professional, I wouldn't like to pick one in particular, but just to add that their obviously excellent training showed through.
4	89	Everyone we came across was very helpful and welcoming. Again only complaint is the cleaners
5	103	At the desk, evening particularly, easy style with light touch of humour. Morning fine too , just less joi de vivre! Breakfast stalk attentive and pleasant .
6	118	Everyone we came into contact with was friendly and helpful
7	120	Every member of staff we encountered were fantastic. A credit to the hotel, from reception to the housekeeping staff, everyone had excellent customer service skills.
8	122	All stafe most helpfull
9	125	The 2 members on reception yesterday about 10.30; As I am sure you know there was NO HOT WATER in any rooms that morning and they sorted out queries with a smile and apology .. not your fault and just hope you rectified the problem for the other guests.
10	126	Danielle and Chris were exceptional
11	129	The lady on Sunday morning on reception was very nice even when dealing with rude people complaining about the lack of warm water. She dealt well under the circumstances and was very professional and helpful
12	135	All excellent
13	136	Two members of staff stood out as excellent..... waitress in dining room...short blonde hair and glasses. And afro/Caribbean lady. Remembered us from previous stay and made a point of coming over to chat. Staff are credit to hotel and promote you well Thank you for great stay
14	137	I dont know his name but I think he is the manager. He is always friendly, with a sense f huour and if it is possible allows me to choose my room so as to get the best!
15	140	All team members we gave across were very helpful and polite
16	143	not one particular member of staff needs to be acknowledged as the level of courtesy was exceptional with all I spoke to
17	148	Oscar on the telephone when I rang to check about car parking and the young lady possibly called Caroline
18	150	The lady who greeted us for breakfast was lovely
19	151	The duty manager at breakfast was very courteous and efficient as she was last time we visited
20	153	The senior male member of the team (no name badge), was there again on checkout he was great. Everyone else could do with a refresher in customer service. Another example of where you could improve - the free glass of wine was appreciated, but had we have been allowed to chose a wine of our choice rather than the house version and maybe pay a supplement for doing this we would have got a taste for it and bought another glass rather than going across the road to tesco and buying a bottle over there.
21	155	Lady on the bar / dining Monday late night was great!
22	157	All staff were well engaged and trained. Did not notice the names of anyone
23	158	Consistently welcoming and competent throughout your team
24	160	Laura on reception was very friendly
25	167	Sorry not sure of name but at breakfast a dark skinned, short haired lady who made us feel very welcome, she was lovely and polite.
26	173	The receptionist was terrific
27	182	Laura and the lady of reception during the evening (23/02/2015) were very nice and made us feel very welcome.
28	188	Bar staff very attentive, chap who worked the late shift on reception (27/02/15). Was very helpful and had a great conversation about Egypt.
29	192	Coralie remembered my room number and name from the first time and it was very nice (and unexpected) to have an opportunity to speak a bit of French with her. All of the breakfast serving team members were lovely.

30	193	Mostly for the reception lady who I felt did a great job of greeting and making you feel welcome
31	194	No particular member, all staff we met were very friendly and courteous. Well done.
32	195	Coralie on reception was extremely helpful and friendly, the barman on duty last night not sure of his name was also very friendly
33	196	The female receptionist when we arrived was very helpful with a bubbly personality made you feel very welcome from the start
34	199	From the receptionist, to the bar maids, to the breakfast manager, to the cleaner all super polite and welcoming.
35	206	all staff were very friendly and welcoming
36	209	We felt that the whole team were great - thank you for being so welcoming and helping us to enjoy our stay.
37	214	The Eastern European guy in the breakfast
38	218	All on reception who were the only people we had contact with
39	220	all were very nice.
40	229	Laura. Friendly and so easy to address any needs. Just a very kind persona and professional
41	231	Your receptionist I think her name was Laura she is so courteous very good greeting when we arrived and departed , she seemed to be very people orientated I feel a good asset to your team very good first impression ! Thank you
42	232	Sorry don't remember names, but reception and bar staff lovely.
43	236	Lovely gentleman o reception when we checked in. Sorry didn't catch his name but r dark
44	241	Your team are so nice, welcoming and attentive, thank you to them
45	244	Difficult to single out any individual. It was a pleasure to be looked after so well.
46	247	The lady receptionist and the maitre d at breakfast - both were outstanding at their jobs
TOTAL RESPONSES		
46		

Question 23: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	29 / 20%	50 / 34%	57 / 39%	5 / 3%	6 / 4%	147	0
You were asked for feedback	17 / 12%	42 / 29%	27 / 18%	43 / 29%	17 / 12%	146	0
You were asked if you needed any help with your onward journey	15 / 10%	34 / 23%	32 / 22%	48 / 33%	18 / 12%	147	0
The final account was accurate	79 / 53%	59 / 39%	5 / 3%	4 / 3%	3 / 2%	150	0

Question 24: How did your experience with us meet with your expectations?



Question 25: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1	79	very good nights stay
2	81	Free parking
3	82	I feel that the breakfast could have been better with regards to the hot food as it was all over done. Plus, when trying to contact staff using the phone in our room, we had no answer. This was at 3 in the morning, and we wouldn't normally call as it is deemed rude but there was a disturbance on floor 6 which I feel needed staff attention.
4	85	Nothing
5	87	The lifts are a little dark and slightly claustrophobic
6	89	Overall I was very happy with the stay, a suggestion would be to make the check out time later as we wanted to hang around for a few more hours.
7	90	Apart from a mini bar no the rest wAs perfect .
8	91	The member of staff whom i complained to on the sunday was very sympathetic to my plight and said he would chase housekeeping up in the morning to see what had happened and even tidy my room and empty the bins that night himself when we were out i was happy with that only problem was he didn't do it he promised me it would be done thats just unacceptable in my book
9	103	Complementary drink in the bar which I have had with you in the past...
10	108	All comments noted previously. Better breakfast, paper as promised.
11	112	Sort the wifi , indicate accurate room sizes
12	118	Hot water...
13	119	Staff to be a bit more attentive and make the customer feel special. Some of the staff needed to sharpen there people skills a little bit.
14	120	Had hotwater on Sunday morning.
15	122	No but the free glass of wine a exalant idea
16	125	All was great we will stay again.
17	126	No
18	130	Warm water in the morning A selection of pillows
19	131	On the morning on 27/01 the fire alarm went off at 7AM. It completely freaked me out. Nobody came to my floor or phoned the room to tell us if it was a false alarm or what was going on. No explanation whatsoever was given and obviously I was not able to go back to sleep after that.
20	133	Not have the fire alarm go off on a false alarm.! As I said when we checked out: other hotels, where this is a possibility, have a notice in the bathroom, warning you not to leave the door open as it will set off the fire alarm. Will expect to see such notice when we visit again. Would have enhanced our experience if we had been offered compensation for the frightening experience, as it was due to neglect on your part!
21	141	Lots of snagging that needs sorting. Downstairs as previously mentioned looked amazing but the bedrooms and fittings and fixtures let you down very badly, including the cleanliness.and the badly fitting doors and windows.Also charging for the strip of concrete next to the hotel that was littered with a skip, piles of rubbish and bottles, poor surface, is a bit of a cheek. Even to have it gated off for hotel users only would have been better. Most hotels have onsite parking and generally free.
22	143	No
23	148	No
24	151	I really need good coffee first thing
25	152	no, very enjoyable
26	153	overall it met expectations but the food / drink offering was very disappointing
27	154	Yes offered an apology for the fire alarm going off by mistake Offered an apology for there being no hot water in the morning Offered a reduction in my bill because there was no hot water all morning
28	158	No, not really...looks like you know how to do this hotel stuff!
29	161	Apart from being cheaper, I don't believe it could have been better.
30	164	Local information, "Whats on" etc in the rooms
31	167	No everything was perfect
32	180	Improve the breakfast selection.
33	182	More milk in the room but thats just me being picky. No everything was perfect.
34	185	no
35	187	Ensure the internet is working and parking could be better
36	193	Was lovely! Just a higher spec bathroom would have added a bit of luxury
37	194	No
38	197	No

39	201	Later check out
40	203	So so much. Train your staff to be more professional and welcoming Redecorate the hotel to look less like a dodgy sex hotel. Find a way of keeping breakfast food hot. Mend broken items in rooms and bathrooms
41	209	Perhaps made the parking discounts a little clearer as we were unsure whether we could get the discount more than once during a two-night stay.
42	214	More helpful with help with luggage etc
43	215	Newspapers and magazines would be nice when relaxing in the bar
44	218	Not really as the service was excellent - For me personally I think you need to review your design to try and make it feel more premium - I appreciate this is a cost and see there are many satisfied customers on trip advisor so maybe it's just our personal taste - however have stayed in many hotels at this price range I was not expecting plastic/ faux leather and cheap finishes
45	229	Not really. Felt very special
46	230	A bigger room
47	232	It would have been nice to have had the extra little touches after my telephone conversation.
48	236	No it was lovely and my daughter loved it.
49	241	No, nothing, we will defiantly return and recommend to others
50	244	NO
51	246	Cheerleaders on arrival. Rose petals scattered as we walk to and from the lift. Someone to carry me back to my room after breakfast. Dancing girls when theres nothing on tv. I can only hope ;-)

TOTAL RESPONSES

51

Question 26: Do you have any further comments?

Result Set: Response ID: Answers:

1	79	no
2	81	All your staff where outstanding and they made us feel very welcome as individuals which was lovely.
3	82	Thank you for a lovely stay, nevertheless.
4	85	I think everything has been covered. Just another big thankyou to all the staff.
5	91	your hotel is well placed and affordable but i would not return.
6	96	I booked via booking.com on a pre pay room .so assumed I had payed up front I was told the payment had not been taken so I had to pay when I checked out as this was a birthday gift for my wife this was extremely embarrassing as your staff went through endless paperwork before telling me I hadn't payed ,now I have to go through all my old credit card and bank statements from November when I booked ..I really enjoyed the hotel but unfortunately for this reason I would not stay with you again and I would not recommend your hotel to friends and family .
7	98	They forgot to charge for the car park but I was happy to remind them!
8	103	Just to thank you- staying with you really supports my work the following day because you help my mood
9	106	the corridors and stair decor was not quite as nice as the rest of the hotel
10	108	Physicality of the building so difficult - I like to sleep with an open window and the window ledge was so deep it was impossible to reach...
11	115	Great location and hotel.
12	118	Good location, great value
13	119	I like the fact that you asked me for feedback by e-mailing me this. I appreciate the work in progress at The St James hotel. I noticed that it was quieter than usual which is great. Previously drunk people in the corridor have been disruptive. Food was good and ambience of lounge. Bed was comfortable and I liked the lavender mist and hot chocolate- nice touches. Paper delivered on time- great.
14	120	Will recommend you to friends, good all round experience.
15	122	No just a welcome pack in room
16	125	Hope you got water fixed and did not mind our comments about the broken shower fitting.
17	129	Well done keep up the good work
18	133	There was a lot of decor in the hotel that had the wow factor. We could go on at length about all the lovely things. It was a stunning place to stay. However we felt the corridors had all the ambience of a factory corridor. That grey metallic finish was nasty and gave such a gloomy appearance to the corridors, given that the lights only came on as you got to them. Also we didn't like the deer heads, and weren't happy about having something so heavy and pointy over our heads while we slept (room 318)

19	135	Keep up the good work!
20	137	I'm booked for the rest of the year so that says it all!
21	139	The last time i stayed at the hotel decoration had only been partially completed. Was pleased to have a newly decorated room.
22	143	Just to reiterate how welcome I felt during my stay with you, disappointingly it was only 1 night but I will certainly return in the future and have no hesitency recommending the hotel to others
23	148	My son is in the first year of uni in Nottingham and anticipate returning at least two or three times a year and will be staying with yourselves.
24	151	See above
25	153	No think I've given enough feedback - should give you a few ideas to discuss. I am happy to talk about this further should you wish to contact me. Kelly Shorthouse - kellyshorthouse@hotmail.com
26	157	We just stayed at hotel for one night to see Nottinghamsm . Not a big emotional occasion one way or the other. As suggested by Q19
27	159	See first comments...
28	171	The lift was a little dark and it was quite hard to see the numbers for the floors.
29	180	The bath watermixer was not easy to use
30	182	I will be back guaranteed. Far superior to many other high end hotels.
31	185	your hotel is just lovely we go away a lot and we stay in nottingham a lot and we love your hotel
32	188	Very enjoyable stay . I would definitely stay again.
33	193	Would stay again
34	194	Would certainly recommend this hotel to anyone. Nice quiet location. Lovely decor.
35	197	No
36	203	Will never return. Horrible overpriced hotel. The only good thing was the location and biscuits in the room. There were 7 of us (in our 40s) meeting up for the weekend. We all had the same opinion about the hotel and non of us will return.
37	205	Good value for money and a lovely stay, thank you.
38	209	Thank you for a relaxing and enjoyable weekend.
39	210	i'm not sure the pre-authorising of the card payment was made clear. Was the money taken or not, or just held? The receptionist wasn't clear about this at all
40	218	We do appreciate and commend you on the great service and operational standards -
41	220	lovely place would stay again
42	225	keep up the good work
43	229	Continue the high standards. We cant get away often and am so blessed I chose your beautiful establishment
44	241	Thank you
45	243	Enjoya ble one night stay will definitely stay again
46	244	A job very well done!
47	246	Just keep doing what your doing its perfect.

TOTAL RESPONSES

47

Question 27: What is your gender?

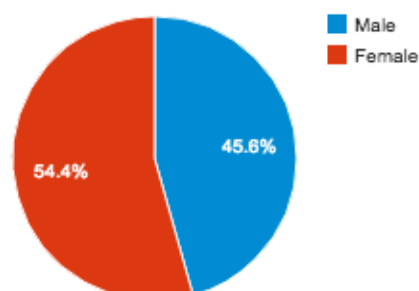
Answers: Responses:

Male 68 / 45.6%

Female 81 / 54.4%

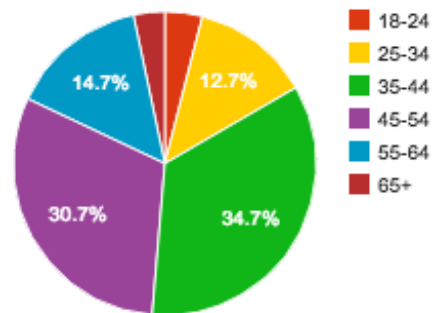
TOTAL CLICKS 149

TOTAL RESPONSES 149



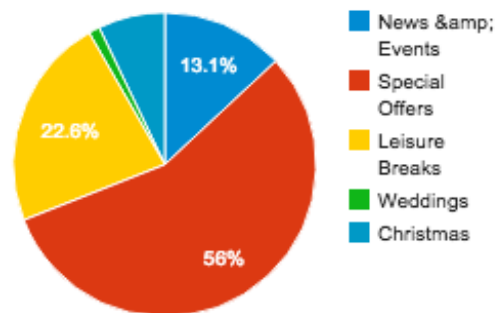
Question 28: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	6 / 4%
25-34	19 / 12.7%
35-44	52 / 34.7%
45-54	46 / 30.7%
55-64	22 / 14.7%
65+	5 / 3.3%
TOTAL CLICKS	150
TOTAL RESPONSES	150



Question 29: Would you like to receive any further information from St. James Hotel regarding?

Answers:	Responses:
News & Events	11 / 13.1%
Special Offers	47 / 56%
Leisure Breaks	19 / 22.6%
Weddings	1 / 1.2%
Conferences	0 / 0%
Christmas	6 / 7.1%
TOTAL CLICKS	84
TOTAL RESPONSES	84



Question 30: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure Date::	Email Address::
1	79	Hobbs	Four Poster room on First floor	18th December	rhobbs@mast.com
2	81	Mrs Fiona Lucas	512	4th Jan 2015	Mark.lucas121@btinternet.com
3	82	Charlotte	608	4th January	joanhodson96@gmail.com
4	83	Mark Keeling	320	4/1/2015	anomalies@phonecoop.coop
5	86	Jane Wrigley	404	01/01/15	jane.wrigley@yahoo.co.uk
6	87	blake	502	07/01/15	blakeneil@johndeere.com
7	89	Grace Hampton	502		
8	90	Mrs crozier	117	8-01-15	Cpcho,ding@europe.com
9	91	Dionne Taylor	309	5th January 2015	dee-taylor@live.co.uk
10	92	J Brealey	608	24.12.14	
11	93	andrew north	112	9. 1.15	northopaedics@aol.com
12	95	Chris Padfield	502	10/01/15	amandaallison@ntlworld.com
13	96	Andrew clatworthy	608	11/01/2015	Andrew.clatworthy@ntlworld.com

14	97	Raihlar Khan	219	11 January 2015	raihlar_khan@outlook.com
15	101	Nick Ponsford	506	13/01/2015	nick.ponsford@ivdc.co.uk
16	102	Sophie Bonner	504		Sophie.bonner2012@gmail.com
17	103	Linda smith	404	15.1.14	Lindasmith.therapy@yahoo.com
18	107	Pete Cathro	305	18/01/15	house09@hotmail.co.uk
19	108	Cath Stobbart	505	18 January 2015	cath.stobbart@lakeland.co.uk
20	112	jenny Brandham	114	23rd Jan 2015	j.brandham@gmail.com
21	113	Jamie Crampton	303	24/1/2015	Jamie@a4f.co.uk
22	115	Juliet Mcgrory	606	25/01/15	juliet_mcgrory@hotmail.com
23	116	Steve Hazlehurst	601	25/01/2015	steve_h56@live.co.uk
24	118	Heather Sharpe	405	25/1/15	Heathersharpe@hotmail.co.uk
25	120	Proctor	609	25/01/15	joproc@live.co.uk
26	122	carl preece	409	25 jan	carlpreece@live.co.uk
27	125	FRANK TUNSTALL	131	05/01/15	frankt@tyrone-group.com
28	126	Andrew Eddleston	202	25/01/15	eddelestonap@gmail.com
29	128	Ian Simpson	214	25/01/2015	simpson753@hotmail.com
30	129	Mr Paul Carrington	412	25/01/15	sales@chapeldiy.co.uk
31	130	Carl	418	25/01	carl.durber@gmail.com
32	131	Nicolas Ramognino	208	29/1	nikko1974@gmail.com
33	132	George Scott	320	30.1.15	Paisleypup4@gmail.com
34	133		318		mrsdvalentine@gmail.com
35	134	Nicolle Kerremans	204	01.02.15	nicollekerrmans@gmail.com
36	135	Mrs Beeney	608	31st January	thebeeney@aol.com
37	136	Julie Hughes	416	1st February	holisticjulie@yahoo.co.uk
38	137			1/2/15	
39	140	j gregory	418	31.01.15	julie.gregory103@ntlworld.com
40	141	Mrs Asquith	102	04/02/15	smarty20@hotmail.co.uk
41	142	Judy Lane	607	220115	judy.lane@dbh.nhs.uk
42	143	Suzanne Murphy	611	04/02/2015	suzanne.murphy@muir.org.uk
43	147	Lisa Morgan	405	8th February 2015	lisa.morgan1@fsmail.net
44	148	Bakht	402 and 403	8/2/2015	
45	149	Alan Sutherland	114	08/02/2015	asutherland340@ail.com
46	150	Morgan	405	8th February 2015	andrew.morgan@markandy.com
47	151	Fitzsimmons Susan	599	09/02/2015	Opticook@aol.com
48	152	Stuart Martin	404	February 8th 2015	stuartmartin59@ymail.com
49	153	Kelly			
50	155	Stuart Jarman	606	10/02/14	Stuartjarman@hotmail.co,
51	156	fiona kramer	518	11 feb 2015	fkramer@tinyworld.co.uk
52	157	Ted Williams	607	12 feb	tedwilliams77@gmail.com
53	158	Linda smith	304	12.2.15	lindasmith.therapy@yahoo.com

54	159	Bev Ferris	521	10 Feb 2015	Bevjferris@gmail.com
55	160		405		
56	161	Mr Paul Gooddy	202	17 February 2015	gooddypm@btinternet.com
57	164	Michael Hogan	603	18 Feb 2015	
58	166	helen grochowina	202	19th feb 2015	helengrov@googlemail.com
59	167	Lucy collier	207	15/02/15	lucycollier92@hotmail.com
60	168	Matthew Hallam	317	19/02/2015	matthew.hallam@sportengland.org
61	171	Jane Greaves	211	20/2/2015	Jgreaves@lincoln.ac.uk
62	172			12/2/15	
63	173	Kelly	612	21/02/15	
64	174	Colleen Gibson	4278	16/2/15	colleenva@btinternet.com
65	175	Sue Clark	413	22 Feb 2015	sueclark.thorpe@tiscali.co.uk
66	176	Stephanie Fellen	316	21/02/2015	stephanie.fellen@gmail.com
67	177	Darren Murton	317	23/02/2015	daz.2010@btinternet.com
68	178	Tamsin Fox	114	23/2/15	tamsin.fox@me.com
69	179	Trish Bailey	304	23 Feb 2015	trish.bailey@me.com
70	180	Roberto De Tuoni	503	22 feb 2015	r.tuoni@planet.nl
71	181	Paul Crickmore	302		paulmcrickmore@hotmail.co.uk
72	182	Jamie Halligan	117	24/02/2015	jamiehalligan93@live.co.uk
73	183				libsmcd_@hotmail.com
74	185	NINA KIRK	404	15TH FEBRUARY	richard.kirk703@ntlworld.com
75	188	mr &			
76	190	Simon Ward	516	01/03/15	simon.lr@field-studies-council.org
77	191	Neil williams	109	1 March 2015	Neillyneil@gmail.com
78	193	J Beswick	412	1st march	jacquibeswick@yahoo.com
79	194	Wendy Roberts	509	02.03.15	wendycat7@gmail.com
80	195	Barbara Marshall	609	04.03.15	barbara.marshall63@ntlworld.com
81	196	f blagden	606	4 March 2015	fblagden@aol.com
82	197	Fay Plant	516	6.3.15	Faynplant@hotmail.com
83	198	Amanda Taylor	416	7th March	mandi1970@hotmail.co.uk
84	200	s ward	115	7.3.15	ward_stephen@sky.com
85	201	hayley rhodes	513	6 March 2015	hbbeauty@hotmail.com
86	202	albert peggs	109	07/03/2015	albert.peggs@gmail.com
87	203	Zoe Burns	512	8th march	Zoe_burns@hotmail.com
88	205	Joanne Aldridge	408	7/3/15	joaldrige@outlook.com
89	206	sargent	318	7.3.15	slsargent@hotmail.co.uk
90	207	Norv Morgan	317	08/03/15	norv01@hotmail.com
91	208		320	07/03/2015	
92	209	Greg and Imogen Scott	504	08/03/15	gregjscott@aol.com
93	210	Richard Surgay	204	8 March 2015	richsurgay@yahoo.co.uk
94	211	Steven batchelor	512	9.03.15	Sleeve.batch@gmail.com

95	213	DANIEL CRICK	318	11/03/2015	dancrick74@yahoo.com
96	214	Earl	505	9th March	laurie.earl@xtra.co.nz
97	215	Andrew and Andrea Newnes	518	11 march 2015	Metamecdog@aol.com
98	216	Ellie Quiney	608	14/03/2015	ellie.quiney@hotmail.com
99	217	mrs poole	517	14/03/2015	mrsmpoole@hotmail.com
100	219	Steve O'Mara	60/	15/03/15	steveomara1@gmail.com
101	220	rachel brett	101	14/3/15	rachelmbrett@yahoo.co.uk
102	221	M Haddon	611	14 March 2015	martin.haddon@ntlworld.com
103	222	Sally birch	201	14/03/2015	Birch48@gmail.com
104	224	Will	213		willtemple@yahoo.com
105	225	Richard Surgay	217	14 March 2015	richards@nottinghamplayhouse.co.uk
106	226	Mclachlan	416		
107	229	cristina lee & mark vincent-holmes	312	18/03/15	kccdlee@hotmail.com
108	231	Judson	304	18/03/15	cathyjudson@hotmail.co.uk
109	232	Josie Perrin	313	18/03/2015	josieperrin@btinternet.com
110	235	Clifford	201	21/3/15	jonathan.clifford@sky.com
111	236	michelle faulds	505	22nd march	shell21970@hotmail.co.uk
112	237	Derek Corton	Penthouse	21.3.15	derek.corton@nikon.com
113	238	Anthony O'Neill	512	22/3/15	anthony@one-ill.com
114	240	Sam Rawsterne	508	24/03/2015	sam.rawsterne@manpower.co.uk
115	241	Janice stacey	611	24 March	Jstacey1966@hotmail.com
116	242	bianca young	502	28/03/2015	biancayoung1@hotmail.co.uk
117	243	gill downes	402	28 march	gilldownes@btinternet.com
118	244	JOHN WARMAN	518		
119	246	Rhodes	202	29/3	simonrhodes1867@blueyonder.co.uk
120	247	Phillips	304	29 March	

Question 31: If you do not want us to publish your review online...

Answers:

... please select the box

TOTAL CLICKS

TOTAL RESPONSES

Responses:

41 / 100%

41

41

