



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

Survey: The Marcliffe Hotel & Spa Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 617

Created Time/Date: 12:07 20th Nov 2013

Filtered Responses: 26

Modified Time/Date: 10:06 2nd Mar 2015

Responses Excluded: 591

Question 1: Why did you stay with us?

Answers: Responses:

Leisure 13 / 50%

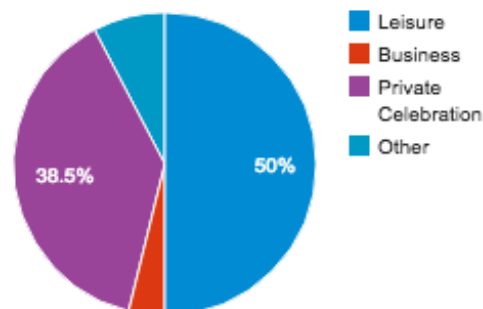
Business 1 / 3.8%

Wedding or Civil Partnership 0 / 0%

Spa break 0 / 0%

Private Celebration 10 / 38.5%

Other 2 / 7.7%



Answers: Result Set:

Anniversary 618

Valentines weekend 625

TOTAL CLICKS 26

TOTAL RESPONSES 26

Question 2: How did you hear about us?

Answers: Responses:

Stayed previously 14 / 56%

Recommendation 5 / 20%

The Marcliffe Hotel and Spa Emails 0 / 0%

Advertisement 0 / 0%

www.marcliffe.com 0 / 0%

Internet searches (e.g. Google, Yahoo, etc.) 0 / 0%

Magazine/newspaper article 0 / 0%

Word of mouth 3 / 12%

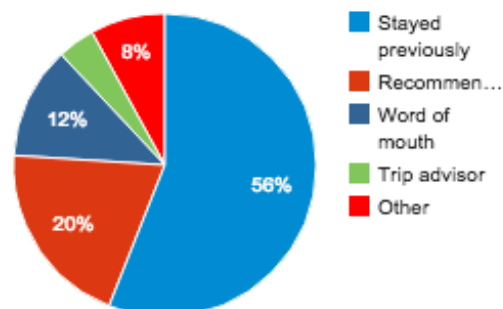
Organisation booked 0 / 0%

Promotion with other company 0 / 0%

Social Media (e.g. Facebook, Twitter, etc) 0 / 0%

Trip advisor 1 / 4%

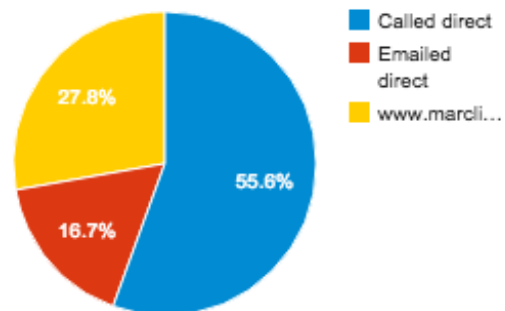
Other 2 / 8%



Answers:	Result Set:
Married in the Venue	610
Have been many times but never overnight	622
TOTAL CLICKS	25
TOTAL RESPONSES	25

Question 3: How did you make your reservation?

Answers:	Responses:
Called direct	10 / 55.6%
Emailed direct	3 / 16.7%
www.marcliffe.com	5 / 27.8%
Other websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	18
TOTAL RESPONSES	18



Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at The Marcliffe Hotel and Spa?	20 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	20	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at The Marcliffe Hotel and Spa in the future?	11 / 58%	3 / 16%	3 / 16%	1 / 5%	1 / 5%	19	0
recommend The Marcliffe Hotel and Spa to your friends and/or colleagues?	18 / 90%	2 / 10%	0 / 0%	0 / 0%	0 / 0%	20	0

Question 6: How would you summarise your experience at The Marcliffe Hotel and Spa?

Result Set:	Response ID:	Answers:
1	601	Excellent food staff accommodation !! Such a shame it's closing !!
2	603	It was very good, its a pity the hotel is closing we would have stayed again.
3	604	Unfortunately ours was a very short stay, arriving in the afternoon and leaving the next morning. But everything was perfect for us. Starting as we walked through the front door and into the reception area, the beautiful roaring fire, lovely warm colored decor. I loved all the different colored Tartans. Food was just perfect, as were the staff. Every detail was taken care of. There was one thing I was very disappointed about though.....It didn't snow..lol. I felt sure we would get snow in Aberdeen, but never mind you cant have everything can you.
4	606	Fantastic service, amazing room and food. We had a wonderful night.
5	607	Staff made stay very enjoyable, food really good. Room good. Would stay again.
6	610	Perfect with attention to the small details
7	611	Enjoyable
8	612	Dear Tom

Thank you for your email to me.

I have to say I was so impressed with the Marcliffe. All your staff are a complete credit to you.

Warm welcome on arrival and we even got a call in our room to offer a table for dinner as you had a cancellation for that evening. Really nice touch.
The chap running the Restaurant is just fantastic, totally made us feel at home.
Room was stunning.
checkout was a dream.
all totally fantastic.
Thank you all.

9	613	Great but it's a shame it's closing
10	614	We had a wonderful stay at the Marcliffe in February, tempered only by the disappointment that it would likely be the last time we would see it. We held our wedding reception in the hotel in July 1996, and had always intended to return. Life intervened, as it does, and we were only pushed to book when friends told us that you were closing your doors. It was a joy to return and receive the same excellent service we remembered, and even to recognise a face or two. The standard of our room, the delicious meal, the excellent wine: all combined to make our valedictory visit almost as special as our wedding. Thanks to the staff, and especially to Mr Spence for maintaining standards to the end.
11	616	Such a shame its closing
12	617	Perfect and very sad it will be closing.
13	618	Relaxing experience hosted by professional & friendly staff.
14	619	Great stay, would stay again if hotel wasn't closing.
15	621	Fantastic, and I can't believe your closing!!!!
16	622	Such a pleasure. I can't fault anything. Wonderful ambience, staff, food and service. 10/10 from my husband and myself. A very big thank you.
17	625	A nice relaxing weekend break. The room was very comfortable and the meals, both evening and breakfast were exceptional. Only one complaint was the cold water from the shower in the room. We reported this to reception but as we had a table reservation we had no choice but to take a cold(ish) shower.

TOTAL RESPONSES

17

Question 7: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
The staff were efficient and professional	19 / 95%	1 / 5%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	20	0
The staff made my arrival easy	19 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0
The atmosphere was warm and friendly	19 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0

Question 8: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1	610	Excellent staff
2	612	Warm and friendly all the way.
3	617	No, everything went to plan!
4	621	Excellent as always!!!!

TOTAL RESPONSES

4

Question 9: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
The design was appealing to my taste	12 / 60%	7 / 35%	1 / 5%	0 / 0%	0 / 0%	0 / 0%	20	0

I was able to access the Internet easily	11 / 58%	6 / 32%	0 / 0%	0 / 0%	0 / 0%	2 / 11%	19	0
I was happy with my bedroom/suite/lodge	14 / 70%	4 / 20%	2 / 10%	0 / 0%	0 / 0%	0 / 0%	20	0

Question 10: Do you have any other comments regarding your bedroom/suite?

Result Set: Response ID: Answers:

1	610	Beautiful room
2	612	Clean and bright
3	613	Stayed in this room previously - excellent
4	615	Yes, the water was cold when looking to have a bath at around 6-7pm in the evening prior to dinner. However this was the only dissapointment with the room, everything else was as expected.
5	617	No, loved the room and special addition of fruit and fizz.
6	619	Probably due a refurb if hotel staying open.
7	622	Lovely and comfortable
8	623	Shower in bath was not best for space ore use
9	625	No hot water from the shower as previously noted.

TOTAL RESPONSES

9

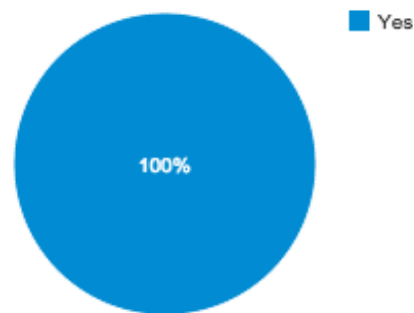
Question 11: Did you dine with us?

Answers: Responses:

Yes	20 / 100%
No	0 / 0%

TOTAL CLICKS 20

TOTAL RESPONSES 20



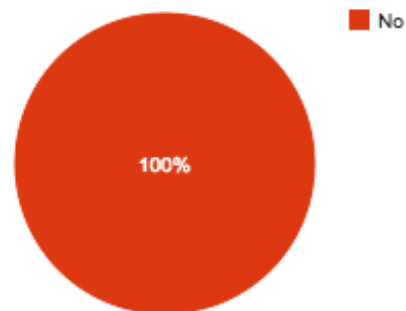
Question 12: Did you use the spa facilities?

Answers: Responses:

Yes	0 / 0%
No	20 / 100%

TOTAL CLICKS 20

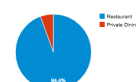
TOTAL RESPONSES 20



Question 13: Where did you dine?

Answers: Responses:

Restaurant	17 / 94.4%
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Private Dining	1 / 5.6%
Wedding	0 / 0%
TOTAL CLICKS	18
TOTAL RESPONSES	18

Question 14: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
The quality of the food	20 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	20	0
The quality of service	20 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	20	0
Your overall dining experience	20 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	20	0

Question 15: Do you have any other comments regarding The Marcliffe Hotel and Spa as a dining venue?

Result Set: Response ID: Answers:

1	604	If we lived in the area we would dine with you often.
2	606	Great to have choice as I am vegetarian and my partner thought his steak was one of the best he has ever had.
3	610	Brilliant attention and what a lovely room the Invery is.
4	612	Nice menu.
5	614	A wonderful meal, with exemplary service. I would (and have) heartily recommend(ed) you to friends and relatives who live locally.
6	615	Wish it was going to stay open to use in future!!
7	617	No, we thoroughly enjoyed our meal.
8	621	Amazing
9	625	Excellent food both in the evening and for breakfast.

TOTAL RESPONSES

9

Question 16: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The business facilities were very good	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 17: Do you have any other comments regarding The Marcliffe Hotel and Spa as a business venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 18: Why did you visit The Marcliffe Hotel and Spa?

Answers:	Responses:
General use of facility	0 / 0%
Treatment	0 / 0%
Spa day	0 / 0%
Day package	0 / 0%
TOTAL CLICKS	0
TOTAL RESPONSES	0

Question 19: In regards to the The Marcliffe Hotel and Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
The facilities were of a high standard	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The quality of the treatments were of a high standard	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The overall spa experience was exceptional	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 20: Do you have any other comments regarding The Marcliffe Hotel and Spa?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 21: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
Were polite and courteous at all times	17 / 89%	2 / 11%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0
Were attentive to my needs	17 / 89%	2 / 11%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0
Made me feel well looked after	17 / 89%	2 / 11%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0

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

Result Set: Response ID: Answers:

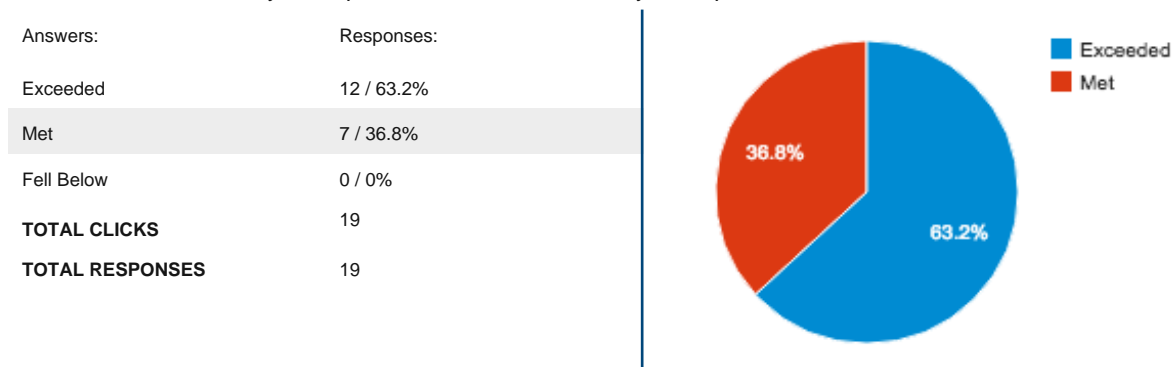
1	601	The barman was fantastic he was so lovely to us I think he was from Venezuela (sorry forgot his nam !!
2	604	All were very courteous and respectful.
3	610	Jason; who led the service in the lvery
4	612	Very Friendly team .
5	614	Ian, who acted as maître d'hôtel, spent more than a few minutes helping us choose a suitable wine for our meal and then told us he was doing it from memory! It turned out that he had been in charge of the bar(s) at our wedding reception. I had recognised him when we arrived in the anteroom, but only in placing him in the Marcliffe in 1996. I didn't bore him with any recollections from then!
6	616	Guy with dark glasses. Knowledgeable & very good service
7	617	No, all staff were very friendly, helpful and courteous.
8	619	Reception and dining excellent

9	622	The (manager?) staff member who wears the sun glasses to my mind set the friendly atmosphere in the lounge. He passed time with the guests and really set the tone.
10	623	Young lady serving in the breakfast room, very good and helpful
11	625	I forget his name (Sergei?) was particularly helpful. He came up to the room with eye liner as my girlfriend forgot to take some with her and he was very pleasant.
TOTAL RESPONSES		
11		

Question 23: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
Departure was easy and straight forward	17 / 89%	2 / 11%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	19	0
The final account was easy to understand	17 / 89%	1 / 5%	0 / 0%	1 / 5%	0 / 0%	0 / 0%	19	0
The final account was accurate	17 / 89%	1 / 5%	0 / 0%	1 / 5%	0 / 0%	0 / 0%	19	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	604	No
2	610	No
3	612	No, it was just perfect.
4	616	Later check out time
5	617	No.
6	622	Not a thing
7	625	Just the shower situation as mentioned.
TOTAL RESPONSES		
7		

Question 26: Do you have any further comments?

Result Set:	Response ID:	Answers:
1	601	Sad your closing beautiful hotel clean friendly comfortable what else can I say
2	604	No. Just thank you for a lovely stay.

3	610	Don't shut this wonderful Hotel
4	612	Thank you all so much. :-)
5	614	I would have liked to say that your staff exceeded our expectations, but we had such high expectations to start with that that would have been almost impossible. Suffice it to say that every member of staff we met is a credit to the Marcliffe, and will be an asset to any future establishment. We are sorry that the Marcliffe is closing, and regret not having taken the chance to return sooner. If we had, I am sure that we would have been regular visitors. Now we will have to find somewhere else to celebrate our silver wedding!
6	617	Sad to see it close.
7	618	Sorry to see you close!
8	619	Sad to see it close.
9	622	I am very sorry that the Marcliffe Hotel is to close next month. It will be hugely missed. It is one of the best hotels around. Well done Mr Spence, you deserve all the praise you get!
10	626	This is a ludicrous request , given that the Hotel closes at the end of this month.
TOTAL RESPONSES		
10		

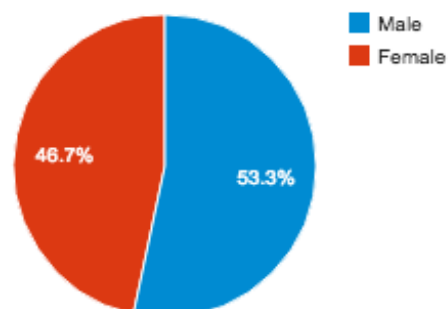
Question 27: It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

Result Set: Response ID: Answers:

TOTAL RESPONSES
0

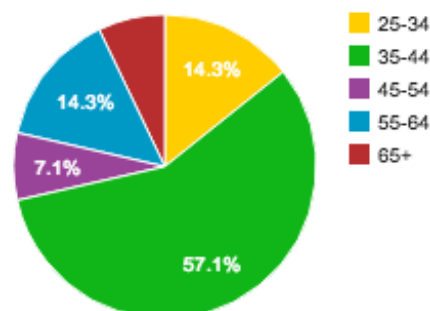
Question 28: What is your gender?

Answers:	Responses:
Male	8 / 53.3%
Female	7 / 46.7%
TOTAL CLICKS	15
TOTAL RESPONSES	15



Question 29: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	2 / 14.3%
35-44	8 / 57.1%
45-54	1 / 7.1%
55-64	2 / 14.3%
65+	1 / 7.1%
TOTAL CLICKS	14
TOTAL RESPONSES	14

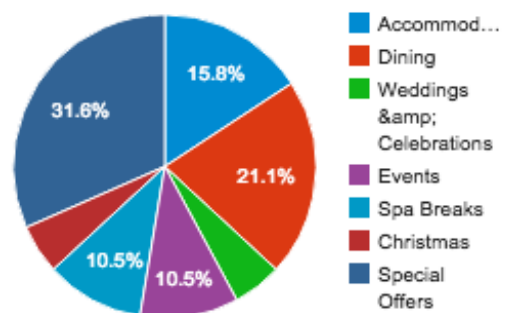


Question 30: Please complete the following (optional):

Result Set:	Response ID:	Guest name::	Room number::	Departure date::	Email address::	Arrival date::	Mobile No::	Email address (repeat)::
1	603	Mark Steel	Braemar	8/2/2015	msteel@slb.com	7/2/2015	07746247023	msteel@slb.com
2	604	Jacqueline Coing			jjcoing@yahoo.com			jjcoing@yahoo.com
3	610	Robert O'Neill	Robin?? (Memory fading with age)	31-01-15	ron647496@aol.com	30-01-15	07808786577	ron647496@aol.com
4	612	Sarah Robertson	cant remember sorry	22/02/15	sarah.robertson@gleneagles.com	21/02/15	07739 173 762	sarah.robertson@gleneagles.com
5	613	Alastair Inkster	Dunnotar					
6	614	Euan MacDonald	Culzean	22 February 2015	euan.macdonald@nhs.net	21 February 2015		euan.macdonald@nhs.net
7	615	Troup		15/02/2015	troupys@sky.com	14/02/2015	07738252938	troupys@sky.com
8	622	Mrs Myra F Wood	105	1/03/15	bobandmyra@talktalk.net	28/02/15		bobandmyra@talktalk.net
9	625	John Mearns	Floors	15th Feb 2015	john.mearns@chevron.com	14th Feb 2015	07940 900876	john.mearns@chevron.com

Question 31: Would you like to receive any further information from The Marcliffe Hotel and Spa regarding?

Answers:	Responses:
Accommodation	3 / 15.8%
Dining	4 / 21.1%
Business	0 / 0%
Weddings & Celebrations	1 / 5.3%
Events	2 / 10.5%
Spa Breaks	2 / 10.5%
Christmas	1 / 5.3%
Special Offers	6 / 31.6%
TOTAL CLICKS	19
TOTAL RESPONSES	19



Question 32: If you do not want us to publish your review online...

Answers:	Responses:
... please select the box	5 / 100%
TOTAL CLICKS	5
TOTAL RESPONSES	5

