

## Report Summary - 1st March 2014 - 31st December 2014

Survey: The Five Arrows Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 693

Created Time/Date: 11:06 20th Nov 2013

Filtered Responses: 292

Modified Time/Date: 10:04 13th Jan 2015

Responses Excluded: 401

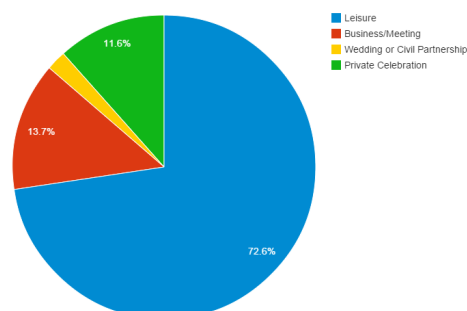
### Question 1: Why did you stay with us?

Answers: Responses:

Leisure	190 / 72.8%
Business/Meeting	31 / 11.9%
Wedding or Civil Partnership	14 / 5.4%
Private Celebration	25 / 9.6%
Other	1 / 0.4%

**TOTAL CLICKS** 261

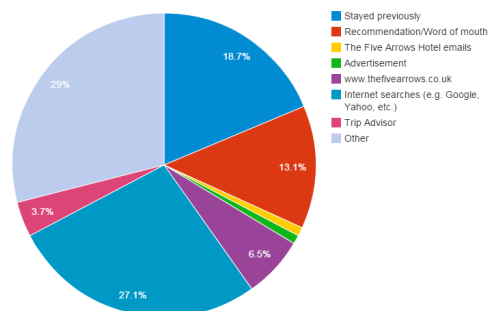
**TOTAL RESPONSES** 261



### Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	45 / 15.7%
Recommendation/Word of mouth	36 / 12.5%
The Five Arrows Hotel emails	2 / 0.7%
Advertisement	8 / 2.8%
www.thefivearrows.co.uk	13 / 4.5%
Internet searches (e.g. Google, Yahoo, etc.)	77 / 26.8%
Magazine/newspaper article	1 / 0.3%
Organisation booked	0 / 0%
Social Media (e.g. Facebook, Twitter, etc)	1 / 0.3%
Trip Advisor	12 / 4.2%
Other	92 / 32.1%



Answers:	Result Set:
Groupon deal	372
Groupon	381
Booking.com	387
Michelin Pub Food guide.	388
groupon	389
amazon	394
Groupon	395
Booking.com	397
groupon	398
Present	399
We have eaten at the hotel several times. We live in Bicester	400
Groupon	402
Groupon	404
Groupon	407
Group on	412
Groupon	417
Wedding at The Dairy	419
Groupon	424
used to live in Waddesdon	426
Groupon	432
Driving pass/National trust membership	434
used to live in Waddesdon	435
Groupon	436
Booking.com	445
National Trust website	447
Driven past several times	450
Waddesdon Manor	452
waddesden manor	455
Sawday	458
groupon	462
Visit Waddeson Manor	468
National Trust	470
Drove past the hotel	473
Through Bicester Outlet website on their tourist info	474
Waddesdon Manor Website	480
Amazon deal	484
Amazon Offer - Voucher	486
amazon local	493
Through National Trust	497
Friends	502
Beautiful old style surroundings	503
The Dairy	510

Had driven past many times and always wanted to stay at the hotel	513
Got married at the Dairy so they told me about block booking	514
The bride and groom	517
National Trust	519
Hotels.com	527
Driven by	530
Drove past on numerous occasions	531
visited locality previously & noted establishment	532
Good Hotel Guide	533
Visited Waddesdon Manor - Saw the hotel	535
Waddesdon reference	540
waddesdon hall website	541
national trust link via waddesdon manor	547
Booking.com	553
wedding venue	554
Laterooms search	557
Driven past many times and fascinated by lovely appearance!	558
Have driven past on many occasions	560
National Trust	563
booking	590
visited the manor	591
Had driven past it previously and thought it looked nice	595
booking	607
found when organising visit to Waddesdon Manor	610
waddesdon booklet	612
passed by on many occasions	613
Driven past on many occasions	616
Sawdays	618
visited the Manor on previous visit and saw Hotel	622
Booking . Com email	628
booking.com	630
booking.com	631
lived opposite for 40 years! grandparents ran it years ago	633
Waddesdon Manor website	638
NT	646
Driven past when visiting Waddesdon	648
Knew of the hotel from previous visits to Waddesdon	650
National Trust	652
Visiting Waddesdon Manor	654

National trust booklet	655
Visited for a cup of tea when visiting Waddesdon	657
national trust website	658
Regular visitor to Waddesdon Manor	661
Alastair Sawdays guide	662
Combined package with Waddesdon Manor	663
<b>TOTAL CLICKS</b>	287
<b>TOTAL RESPONSES</b>	287

### Question 3: How did you make your reservation?

Answers: Responses:

Called direct 110 / 56.1%

Emailed direct 24 / 12.2%

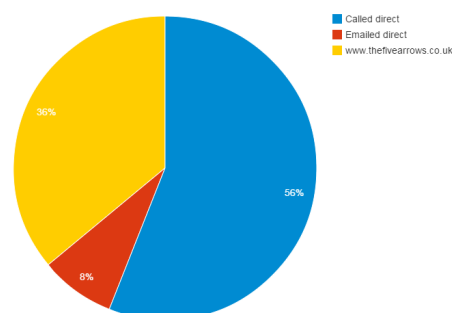
www.thefivearrows.co.uk 61 / 31.1%

Other Websites (e.g. booking.com, etc) 0 / 0%

Other 1 / 0.5%

**TOTAL CLICKS** 196

**TOTAL RESPONSES** 196



### Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at The Five Arrows Hotel?	160 / 60%	83 / 31%	20 / 7%	4 / 1%	0 / 0%	267	0

### Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at The Five Arrows Hotel in the future?	133 / 50%	68 / 25%	55 / 21%	8 / 3%	3 / 1%	267	0
recommend The Five Arrows Hotel to your friends and/or colleagues?	145 / 58%	73 / 29%	25 / 10%	6 / 2%	1 / 0%	250	0

### Question 6: How would you summarise your experience at The Five Arrows Hotel?

Result Set: Response ID: Answers:

1 370 Small friendly hotel with excellent restaurant and wine selection

2 371 Overall was enjoyable, but the restaurant atmosphere was a little stifled & un-relaxing - quite formal really & no music

3 372 Great experience from start to finish. The room was excellent and the food at dinner was to die for!

4 373 Bedroom was lovely!! Comfortable bed, plenty of space, massive bathroom and most importantly clean. People on Trip Advisor had complained about the main road but it wasn't a problem at all. Reception staff were lovely. And there was a lovely atmosphere in the place. I would love to get married here!!

5	375	Satisfactory since the new rooms are an improvement but the meals are average and the restaurant surroundings tired.
6	376	Very pleasant, with a good room.
7	377	The freshly painted room gave me an extreme headache and I did not get much sleep. The food in the restaurant however was excellent.
8	379	First class
9	382	Lovely, personal & understated service. Visit was to celebrate my 50th birthday. They managed my gluten intolerance very well, and the waitress was well informed as to what could be adapted for me.
10	384	Really nice, excellent attentive staff. Calm atmosphere. Also excellent food - although I didn't eat there this time. Will use you as the preferred place to stay in future when I am in that area of the country with my work. it is the type of place I would stay for leisure or go to have a meal.
11	386	Relaxing .!!
12	387	Everything was excellent, however, I would make the following observations: 1. In room 4 there is only one easy chair and for a couple there ought to be two easy chairs. 2. Food is of the highest quality, but there simply is not enough of it for the money. Finally, Charlotte deserves a pat on the back; she is very efficient, friendly and a credit to you.
13	388	Room pleasant if a little tired, evening meal disappointing choice and very rushed, specifically we felt we were pushed to order the meal early as we had a pre dinner drink before our booking time and actually said to the staff please don't rush us nevertheless as we sat down the meal was arriving, this was the last thing we wanted, we actually had decided to order a starter but clearly this was not going to be the case. The manager did apologise and we were given a glass of champagne each, the sweet was excellent but it was not the evening we had hoped for. The breakfast though was excellent.
14	389	really helpful and friendly staff very smiley, polite, professional and attentive. - nice atmosphere really relaxing. Food really good as well
15	391	A lovely stay- our room was beautiful. We had a lovely meal in the restaurant, which was made extra special by all the staff as I had emailed beforehand to let them know it was my husbands birthday. We will definitely be returning and recommending you to friends and family.
16	393	Excellent
17	394	excellent. The dinner was particularly fab
18	395	Perfect. The rooms were small but excellent, service and food could not be better.
19	397	A pleasure from Start to finish - only one thing; internet strength could be stronger.
20	398	dinner & breakfast excellent. service very good. we live in a quiet area- so street noise disruptive -bed itself comfortable. Bar area little bit like a transit lounge!
21	400	A very pleasant relaxing experience
22	401	Slightly disappointed with the 'deluxe room' no bathrobes, face flannels and bin had not been emptied in bathroom! However, food was good and generous portions and staff were really helpful and service delightful!
23	402	Great value. Evening meal was excellent. Great location next to the Manor
24	403	We were visiting family nearby and needed somewhere to stay. The room was warm and clean and the bed was possibly the most comfortable bed I have ever slept on. The shower was excellent with plenty of hot water. Our cooked breakfast was delicious and the staff were very friendly and helpful. Overall an excellent experience. We hope to be visiting again.
25	404	Initially the receptionist was very curt, she had no social graces whatsoever which I think really should be essential in that role, then she dictated to us what time we were to have dinner, which again I didn't appreciate. She then showed us to room 1, I mean really ? there is no way that room should be let out as a double, you couldn't swing a cat in it, we only thanked god we were there for one night. Later we went for dinner yet again another foreign employee, this time I think an Italian waiter, yet again very rude, my soup arrived and was just about acceptable but didn't bear any resemblance to the description, then I ordered venison this was terrible, the red cabbage was burnt the venison was indelible and the wild mushrooms were the foulest thing I have ever tasted, I sent this back via a young waitress who was very polite and apologised I asked her to ask the chef to try it, when she came back she said they agreed with my comments but that was it. We finished our wine and went to bed but as the room was so small it was far to hot even without the heating on, we then found we couldn't open the window as people were smoking on the patio below so as non-smokers was horrible. Then breakfast yet again another indelible plate the poached egg was pure vinegar, I think you really need to change your chef ! When we checked out we had been charged for my main dish in full with no gesture and you had even had the audacity to charge me £9.00 service charge ! In a nutshell we had a terrible stay, definitely would not recommend or return, as a member of Tripadvisor I shall definitely be joining the other complainants of your hotel.
26	405	Nice room, good food although service tended to fade away towards the end of the meal.
27	406	enjoyable experience shame manor house was not open but not your fault staff very helpful and friendly room very clean and comfortable
28	407	Excellent, much better than expected. Food was outstanding. Staff were very helpful. We will be visiting you again.
29	409	The staff are lovely and a real asset to the Hotel. Evening food, wine and service was as always excellent - however breakfast is a disappointment, as it was previously. It is almost like the hotel has a split personality! Breakfast bread consists of standard pre-sliced brown - inedible in my view, eggs were tasteless and poached eggs over cooked. Last time we stayed I ordered Eggs benedict which came on a slice of white toast, not a muffin and no explanation of why or apology. You really need to align the quality of your breakfast with the quality of the evening food - free range eggs, home made bread, perfectly cooked poached eggs, local sausages and bacon etc.
30	410	My favorite place to stay.
31	412	Very good. Staff were extremely helpful. Though the room was NOT representative of any of the photos shown of the hotel and I was a little disappointed. The water pressure in the bathroom sink was very poor. But having said that we enjoyed our stay and would recommend the hotel

32	416	Very comfortable and well furnished rooms. Good breakfast but few communal areas or other facilities
33	417	Room was perfect. Had all the facilities needed in the room. Staff very friendly and informative. Compliments to the chef our Sunday evening meal was superb. One of our top 10.
34	418	Lovely staff, lovely room and great breakfast!
35	420	A very happy stay
36	423	. our family gave us a voucher for our 45th wedding anniversary.& we had a most enjoyable stay. staff were friendly & competent. room spotlessly clean & food delicious
37	424	A very comfortable and pleasant stay with excellent food and helpful staff.
38	425	We had an excellent stay at The Five Arrows. The staff were pleasant and polite and understood my need for 'secrecy' in order to keep my surprise birthday a real surprise! Our room was excellent and the balcony was a bonus! The food was excellent and served at appropriate intervals.A relaxed experience!
39	426	Excellent dinner and breakfast. Helpful and pleasant staff. Room, bathroom, and facilities good for the price. We stayed on the 'Spring Mid Week' special deal and it turned out to be great value.
40	427	Staff were wonderful, food was wonderful, room was wonderful - everything about our stay was excellent. Would definitely recommend to others and might come back next year - we booked specifically to visit Waddesdon Manor. 100% positive feedback - could not find anything wrong at all.
41	428	Very relaxed and very enjoyable.
42	429	wonderfull, staff fantastic. comfortable beds, lovely courtyard.
43	431	Perfect! The welcome, the staff, the food cannot be faulted
44	432	The room was lovely, with a very comfortable bed. We liked the fact that the en-suite had a bath. The dinner in the restaurant was excellent as was breakfast. Service was friendly and helpful.
45	434	Stay at hotel was lovely staff were always friendly and knew the local area. We had a baby and the they staff were very accommodating.
46	435	Thoroughly enjoyable
47	436	Most enjoyable. Lovely room, excellent food and service.
48	438	very good, made to feel welcome and very homely. Staff very accomodating and helpful
49	439	Good quality all round with very friendly staff
50	440	Excellent small hotel with great service and good food. Nice newly refurbished rooms, very clean and spacious with good bathroom. Did not like the bottled soap and shampoos - some nice individual items would make all the difference.
51	442	Very welcoming and relaxing
52	443	Room at rear of hotel requested at time of booking was not available. Room allocated had problem with traffic noise and from workmen starting at 08.15. Everything after the problem was rectified was excellent.
53	444	Good room in the new block which I got once I insisted on it. Breakfast excellent. Reception staff very helpful ie brought fresh milk and twice turned off route maps for us. Wireless connection in room 14 was poor. Worried before arrival that I had been quoted and sent two prices on cost of the room and nobody seemed sure what was going on. However, no problem on arrival and as said above reception staff could not have been more helpful
54	445	A lovely hotel, full of atmosphere. Staff were attentive and very pleasant
55	447	All the staff were friendly and helpful. Our room was comfortable, with everything we needed. Thoroughly enjoyed our dinner; service at both dinner and breakfast was attentive without being intrusive. Very nice and would definitely consider returning.
56	448	We had an excellent 2 days with friends, made very welcome by the staff especially Horatio.
57	449	good, bit hot, not possible to have a sandwich on arrival, tea time
58	450	The room was excellent, the dinner was good but the breakfast experience was poor. When a service charge was added to the bill without my prior knowledge I was disappointed. This has never happened in a hotel before. I normally choose to give as much as I think that the service deserved.
59	451	Lived up to expectations based on location and price. Very helpful staff.
60	452	Wonderful experience. Lovely staff. Very welcoming to the two of us and our dog. Thank you!!! And the food served at the restaurant was fabulous
61	453	We had a very pleasant stay.
62	455	Excellent stay, was just a little disappointed to find that if you book a room that you get free entry into Waddasden Manor, we were not told this and visited the manor on the day we arrived at hotel, we could of saved ourselves the entrance fee.
63	456	A very nice hotel, lovely refurbished room, very friendly staff, we were expecting fantastic food, however, the hotel did not deliver on this occasion. Hopefully just a 'one-off'. We would come stay again at the hotel though.
64	458	Bit disappointing. Room was cold and noisy from the road and didn't really count as "deluxe", bit shabby. Food was good at dinner but breakfast was burnt.
65	459	Excellent experience. The staff were exceptionally courteous. The overall atmosphere of the hotel was delightful. Will definitely be coming back!
66	461	Apart from the initial confusion regarding our booking over the telephone as we did not at first receive email confirmation the only other negative was the traffic noise from the road, but this had quietened down by the time we went to sleep. The bed was very comfortable the room very clean and comfortable and the food was excellent.

		thank you!
67	462	lack of atmosphere in the bar- could do with some background music
68	465	Very comfortable rooms, staff extremely helpful and courteous. Only downside was the traffic noise (esp lorries) passing by through the night. Woke frequently. Would request a room at the back if we stayed again
69	466	Very relaxing, staff very friendly and efficient. Overall excellent stay.
70	468	Very friendly, unpretentious, clean, tidy, good facilities, nice staff, attentive
71	469	Short and sweet
72	470	Welcoming staff, good food, sleep quality was not very good however
73	471	Great friendly service
74	472	Excellent Dining room experience (meal and staff), single bedroom a little cramped with temperamental shower!
75	473	Very good overall. Only a few minor issues. We booked a package which entitled us to a glass of champagne upon arrival and £30 per head towards dinner. We were not given our champagne. There was also a problem with our seating at dinner. We were sat at the table in the alcove, but then had to be moved mid-meal. We were offered free deserts as a result, but were still charged for the desserts upon checkout.
76	474	The staff was brilliant: very helpful - starting by Austin when he greeted us and helped us do our dinner reservations on the phone. The Spanish gentleman from Santiago was ever so helpful and the whole staff was welcoming, helpful and caring. I would only suggest that perhaps the patio outside the main reception is closed as a conservatory-style / glass house. I would most certainly enjoyed one or two more cup-of-tea / glass of wine if I had an outdoor seating protected from the wind
77	476	good value for money good food
78	477	Enjoyed our 2 night break, Excellent room and fine food. The staff were very helpfull and polite.have recommended to friends.
79	478	We were married here last year and returned for our first anniversary. All the staff were lovely and I was really pleased you managed to arrange for flowers of my choice at late notice and kept the price reasonable, thank you. I was also very impressed that you placed a bottle of complimentary champagne in the room; a very nice touch and, to top it all, you even managed to recreate my wife's wedding meal (fussy vegetarian!) so a big thanks for all involved in that. All in all most impressed, again, a big thank tyou to all, see you next year!
80	479	Overall a fantastic place to stay. The staff were very friendly and accomodating, making guests feel welcome and relaxed. The food was exceptional, and I had a great night sleep in a superb room which had everything one needs. Would certainly recommend this place to others, and look forward to staying there again.
81	480	The stay was perfect and great value for money. We dined in the hotel restaurant and the food was not only beautifully presented, but also tasted delicious.
82	481	Very happy experience. I love the understated luxury. The staff are nice and helpful. Just love it
83	482	Dinner and breakfast were very good. The main problem was the room: there was a lingering smell of smoking and the room was quite stuffy. Also the bed was not particularly comfortable (soft and sloping mattress), which, along with the smoke and stuffiness didn't lend itself to a particularly restful nights sleep!
84	483	Having stayed in lots of hotels around the world for business and pleasure, I can definitely say you are in my top 3. From the warm and friendly welcome to the room and comfy bed,dinner,breakfast and all the other little things it was a top quality night.please pass on my thanks to all your wonderful staff.
85	484	Excellent food and friendly helpful staff. Some nice little touches eg plenty of tea, milk, coffee, biscuits, bottle of water by bedside, lotions and shampoos in bathroom.
86	485	Excellent in every way
87	486	Over all good, an enjoyable stay with one exception, we stayed in room 16 and the first night we were woken several times with fire doors and doors to the other rooms within the wing, slamming. If we stay again we would choose room 9, away from other rooms.
88	488	Lovely food and room and enjoyed the champagne!
89	489	Thoroughly relaxing and enjoyable. Food was excellent and overall good vfm
90	490	Pleasant stay with helpful staff. The room I had was a little warm through the night.
91	491	very pleasurable and enjoyable, friendly staff and good food
92	492	Comfortable, with a particularly good restaurant.
93	493	It was wonderful. I loved the front of house and the general hospitality.
94	494	I thought the hotel was lovely , the staff were friendly and accommodating and traveling on my own I felt safe, well looked after and extremely comfortable.
95	495	Overall very good, but bathroom was not cleaned properly (previous visitor's dirty underwear left on floor and toilet seat was soiled)
96	496	Very good
97	497	Arrived,well catered for at reception.Lovely room across the garden.Dinner was excellent and breakfast was good. Could find no reason for complaint.
98	498	We enjoyed our stay after our visit to the Manor.Staff were friendly and helpful and the food and accommodation of a high standard.
99	501	Very comfortable room and lovely bathroom. Enjoyed the breakfast but as vegetarians were disappointed that the cooked breakfast meant everything except the meat! Surely you could substitute bacon/sausage with veg. options/hash browns etc.

Also it would be good to offer several types of tea eg. green, fruit, chai, lapsang, etc. These are available at Tesco, Sainsburys etc.  
Apart from this a very pleasant stay, and lovely to sit in the garden in the sunshine for a while.

100	502	The staff were all welcoming and friendly. I am on a gluten free diet and the dinning room staff could not have been more helpful. My dinner was perfection and I even had gluten free bread....such a treat fro so done with Celiac Disease.
101	503	All exceptionally good except our room number 16 was too hot with no air conditioning and far too much traffic noise to sleep with the windows open. also it is above the boiler so even with radiators off it seems to get really hot. We sadly got very little sleep inspite of everything else in the room being lovely. So we would not want to stay in that room again or any other which has that problem.
102	504	Great stay
103	505	Relaxing
104	506	Friendly service and the room of a high quality.
105	507	Very good
106	508	It was fantastic. Everything about our stay was perfect, from the wonderful food to the amazing staff. We will definitely be staying again.
107	509	HELPFUL STAFF, GOOD FOOD, ROOMS NEED A LITTLE UPDATING
108	510	Great location and overall good experience once we arrived.
109	512	Very pleasant, wonderful staff.
110	513	on arrival the receptionist(gentleman) was talking on the phone facing the computer away from anyone at the desk, i waited 15 minutes without being acknowledged, during this time a queue of eight other guests were waiting. I tapped his shoulder to get his attention and he just told a waitress to deal with us. Very poor start and we were left clogging up part of the eating area. My room was lovely. At breakfast I waited 25 minutes for a plate of bacon and tomato to come even though I was first in to breakfast and because I needed to leave by eight oclock had to leave without breakfast. Such a shame, beautiful hotel but poor service. I would stay again if the service was better.
111	514	Incredibly expensive for what is actually on offer. We booked the entire hotel for our family to stay after our wedding and there were no nice touches in any of the rooms, the rooms were not ready as per our agreed time of arrival and the staff were not very welcoming. Given we were paying on average £150+ per room I would expect a lot more for my money!! The rooms are ok if a little dark and dingy and people walking past in the courtyard can be heard really easily in the bridal suite .I've stayed in a lot of hotels and this really lacked the standard you'd expect for the cost. If this one hadn't have been so close to the Dairy (wedding venue), there is no way I would have chosen this for my wedding night.
112	515	Room was large comfortable and spacious, food was good, but not exceptional, service good.
113	516	The accommodation was really nice. However we were not very happy when we couldn't get in to our room for the advertised time of 3pm as we needed to get changed very quickly for a wedding at the dairy at Waddesdon. The breakfast was nice, large pot of tea great.
114	517	we where not there long enough to make judgment. we would like to have more time next time and have a meal.
115	518	Good but expected it to be in the park not on a main road. This expectation was gained from your website
116	519	Difficult to book the room from the website. The room was wonderful, the staff helpful. The food was disappointing
117	520	Very relaxing stay. Dinner was superb and had a great night sleep.
118	521	Lovely room - honeymoon suite :- ) & at my age! (70) Delightful building, grounds & location close to National Trust (our purpose) Good dining experience ( range of choices / well cooked & presented ) Staff professional, courteous, helpful & friendly
119	522	lovely place, room was really nice and the staff were amazing great hotel will definitely stay again.
120	523	Superb. Everything was excellent.You thought of all the needs of your residents, your food was also excellent,eggs Benedict is a must for breakfast.Your staff were very helpful and polite. We only stayed one night but could have stayed longer. Thank you for a wonderful stay.
121	524	We requested a quiet room - which was given to us, however, as it was facing the rear patio external seating area and it was a warm evening needing the window open, we were subjected to people (guests/staff?) laughing/joking & smoking until after midnight just beneath the window. Unfortunately, this did spoil our experience of the stay.
122	525	Noisy road ! Not very good service in restaurant also food not very hot.
123	526	Really pleased an excellent place to stay and will definantly be back...soon
124	527	Food and service was excellent and I enjoyed my stay at the hotels downside was the room and bathroom were a little small even for a single room
125	528	A unique hotel offering super food and wine. Service is good overall. Staff very helpful and polite.
126	529	Just correct.
127	530	Excellent. We had a lovely room and food was all good quality and staff helpful.
128	531	Thoroughly enjoyed our experience and stay and will definitely be back again!
129	532	(Lots of) lovely helpful staff/service. Interesting food. Tired accommodation. Busy/noisy adjacent road.
130	533	Room 14 was lovely. Green tea a bonus. An amount of fresh coffee and small thermos of fresh milk would add enjoyment. Assistance with booking in and help with luggage from Assistant Duty Manager appreciated and re-arrangement of dinner reservation time. Website didn't specifically ask for this to be mentioned, nor being National Trust Members, but advised put this info in box in future. All staff friendly, courteous and helpful. Good to see pride in appearance. Enjoyed breakfast. Extra choice of haddock would be nice.



131	535	Excellent Staff during our stay, uniformly keen to be of service They should be congratulated and valued. We liked the way the hotel was organised, both accommodation and restaurant - genuinely guest friendly. Quality of accommodation entirely satisfactory but a bit tired - approaching the limit of the appeal of 'faded elegance'.
132	540	Very pleasant staff, breakfast good but thought the add on for omelette was tacky. Dinner was delicious. My problem is stairs and as I found being on the top floor bit difficult. The lower level rooms are priced similar to Hartwells so would probably stay there if I return to the area again.
133	541	Lovely lovely all was lovely... Especially the food.
134	543	Excellent. Staying again on November 25th.
135	544	As we were on our way to Belgium this was a wonderful start to a few days away.
136	545	Beautiful hotel. Lovely staff. Great stay - thank you!
137	546	The staff were very welcoming and hotel excellent. Our room was in new block which was superb, our daughters single room was in main hotel and very small ( appreciate a single) and way up in the servants quarters with very very creaky stairs.
138	547	Good VFM and it suited our visit to the manor and onward travel plans superbly. Your staff are your best asset. And the food was good too. We both had a very comfortable stay and would not hesitate to repeat our itinary. Thank you.
139	548	Very pleasant stay
140	549	Exellent experiance. Beautifull room. Evening meal in the restaurant was first class,would recommend to all my friends and family.
141	550	Very friendly staff. Excellent food and a warm welcome
142	551	A wonderful stay in a very relax atmosphere.
143	552	Our stay at the Five Arrows was very pleasurable from start to finish, the staff made my birthday a very special one!
144	553	I arrived close to midnight and left directly after breakfast so not much time to experience the Hotel more fully. The lady waiting up for me at check in was excellent and welcoming despite the late hour. Breakfast was good with the wait staff more quietly discrete than friendly. My particular room (7) was very small , but I did book as single room. The room itself and the communal areas could be a little fresher. The bed was very comfortable, and a welcome change from some of the very hard mattresses which seem to be more common these days.
145	556	Stayed in a shed at the bottom of the garden at an inflated price.
146	557	Lovely
147	558	Too short! Enjoyed our stay, very helpful and friendly staff, excellent breakfast service (didn't have dinner as reason for staying was a booking at Manoir aux Quat' Saisons - a gift!). Liked the characterful room and balcony (room 5) and although traffic noise inevitably present, found the double glazing in the room fully effective.
148	559	A relaxed, professional and friendly place. Totally made to feel at home; now consider it to be our second home. Michelle, the Annas and Chloe have been extremely welcoming, as are the rest of the staff.  First class service, with first class food and accommodation.
149	560	Relaxing. Warm, friendly staff. Amazing breakfast. Comfortable bedroom. Super clean bathroom. Cosy.
150	562	A good stay spoiled by traffic nosie.
151	563	Appreciated the quiet rooms - not often these days....
152	564	Everything was fine - especially the food! But there was no hot water in the sink in my room (room #7). I mentioned this to the women cleaning rooms, and also at the reception desk; everyone said to let the water run a long time since the room was high up. I let it run for 15-20 minutes, and it stayed cold; at that point I didn't want to keep wasting water. The shower did have hot water, so I used that only.
153	565	Sheer indulgence
154	566	Uttoryerly satisfact
155	568	A most enjoyable stay in horrid weather and for a less than pleasurable reason. Hope to return and really enjoy the restaurant and the surrounding area. Shame Waaddesdon Manor closed the day we were there.
156	569	Very enjoyable. Good clean room. Attentive and helpful staff. Good breakfast. Interesting building. Good location for National Trust properties.
157	570	We have stayed 3 times previously this year and are booked again in November. We find the Hotel cosy, comfortable and friendly and the Breakfast very good. It is a very convenient location for us when we stay and it being so close to Waddesdon Manor is a distinct advantage.
158	573	Delightful
159	575	The hotel has lots of character. The staff make you feel very relaxed and welcome. All the rooms are brilliantly furnished, with individual furnishings and style. Bathrooms are clean, and the beds are extremely comfortable. The gardens are well looked after, and the hotel has plenty parking. Food is very good, with a good selection.
160	576	Very friendly helpful staff, wonderful building ,great food .
161	579	We were very well looked after. The Hotel is a very pleasant place to stay with helpful staff, lovely food and excellent facilities.. We were in room 4 which, is the one a the front of the hotel with the balcony overlooking the road that runs through the village. When the traffic is busy during morning and evening the room is noisy. If the ambient temperature is high it is necessary to open the double glazed balcony door or the windows. The room is then very noisy. We know that you are aware of this but I would not occupy that room again however, I would be very happy to return to The Five Arrows and if I have a need to stay again in that area I would be pleased to do so.
162	580	My stay was comfortable and enjoyable. I love the ambiance of the hotel and the staff are nice it all makes for a very good experience.

163	581	Shower Cold in the morning, Extractor Fan too noisy, stains on carpet, Small bed... Overpriced compared to other venues within 15 miles. Staff were friendly and food was good... but would not recommend to friends, or stay again - there are better cheaper places around.
164	582	A very relaxing few days looked after by an attentive and well-trained staff. Very good food both at breakfast and evening meal.
165	583	Stayed before and love the restaurant. Stayed in the new building this time around. Preferred the old house, as feels more special, however never stayed in a hotel where the bathroom was as good as this new room.
166	584	We really enjoyed our stay lovely room and excellent food friendly staff.
167	585	Thoroughly enjoyable
168	586	Beautiful and luxurious - our room, evening meal and breakfast were excellent
169	587	Stayed for wedding at the dairy. Our booking was for three nights, but got word that my husbands sister had collapsed at home and had been taken to hospital, we tried on sat morning to cancel sat night, but were informed we would still have to pay as per terms and conditions. A bit disappointed that under the circumstances the rules had to be stuck to, but we stayed since her family were insistent . Apart from this we had a wonderful stay. Irene Burnside
170	588	Excellent break with good food and service
171	589	My stay was very pleasant, room comfortable and food excellent. The only remark I would make is that the signage for the hotel was in-adequate for night-time arrival. Never having been to Waddesdon before, we didn't know where the hotel was. We arrived in the pitch-black and the signs for the hotel were not lit which meant we drove past it twice before finding it. It's only a minor point and didn't detract in anyway from the quality and pleasure derived from our stay.
172	590	evening met expectations morning did not
173	591	Stunning room, location, food and staff, paticularly Horatio who was excellent.
174	594	Very pleasant. It more than met my expectations.
175	595	Very good staff and excellent food
176	596	Friendly, comfortable, welcoming with delicious food
177	597	Comfortable and interesting hotel, full of character. Evening meal was good and breakfast buffet was good but the cooked breakfast was less exacting. Overall it was a very pleasant experience.
178	598	Outstanding accommodation, first class food and excellent service with a very friendly atmosphere!
179	599	Really fantastic! Excellent standard of rooms with classy modern decor and everything you could need. The service from the hotel staff was very friendly and attentive and the cooked breakfast was first class. Only minor complaint was that we had to remind the waitress at breakfast for some tea and toast as she forgot us but it did not in any way detract from our stay
180	600	Although we only stayed for one night to visit Waddesdon Manor, the hotel looked amazing, the staff were extremely efficient and helpful and our breakfast was very tasty. Our room had little traffic noise and was very comfortable. At a bonus the prices for beer and cider in the bar were very reasonable for a hotel.
181	601	A lovely boutique style hotel with a restaurant that serves wonderful food and has great staff that know how to make you feel at ease - the AA assessment of a 4* restaurant with rooms undersells The Five Arrows as the refurbished rooms in the coach house are as good as any 4* hotel I've stayed in!
182	603	Staff were extremely friendly. Breakfast was superb. Room was very clean and the bed was very comfortable but very small and very dated. Bathroom was also very tiny. As an Event Manager, I have stayed in many hotels and I thought it was quite expensive for the size and decor. But overall it was very pleasant.
183	605	A lovely experience from start to finish. All of the staff were friendly and helpful and our room was beautifully furnished and peaceful. We are already thinking of returning for a wine tasting at the Manor
184	606	This was our third visit and our first where we brought friends. We had an excellent time and are already planning a return.
185	607	Very pleasant and
186	608	Thoroughly enjoyable
187	609	room too small, staff talked amongst themselves, bathroom small and the light was tempermental, noisy room overlooking garden, heard other guests chatting and laughing late into the night
188	610	Very convenient for visiting Waddesdon Manor. Interesting building. Room pleasant, relaxing. Comfortable relaxed atmosphere. Staff all friendly and helpful. Evening meal - good selection on dinner menu and breakfast. Food excellent standard. Good value.
189	612	Disappointing. We had booked a superior room only to find others in our party who had not were given better rooms than us even though we paid £20.00 more. The room was compact and fronting on to the A41 traffic noise was a problem all night long.
190	613	Had a suite room maybe carpet was cream and looked dirty. My partner comments would be that it is dark in the bedroom . Breakfast - fine but disappointed when I asked if I could possibly have fried bread with my breakfast and the waitress stated that was not possible!
191	614	A special time.
192	615	Having been in contact with staff at the hotel over at least 2 weeks before our stay and made our reasons for the stay, plus arrival time well known, we were most disappointed to be made to wait for a room for 20 min.  Not knowing the hotels layout we requested a room at the back, top floor with shower. We were shown into room 8, which was top floor, road facing, with bath apart from being very small. Not very happy, we requested again a room to the back.  Room 5 was then offered to be ready after our lunch.

		<p>This was a 90 Birthday lunch for our Mother, which we had mentioned in all calls, for 8 adults + 2 children. The food was standard, the service good, but we were most disappointed that no effort was made by the hotel to acknowledge this. Most restaurants would have made a small cake or at least served some small petite fours with coffee.</p> <p>Room 5 was rather tired looking, to put it mildly, the bathroom cramped. Nothing like your website.</p>
193	616	The hotel is pleasant and the staff friendly. Our room was very small and the dining room/corridor is not conducive to dining in, so ate out.
194	617	Old world charm
195	618	We took our parents for a birthday celebration and stayed in the renovated rooms - absolutely fabulous. Wonderful staff and food was delicious. Just felt the bar area was a little lacking and the seats quite scruffy when we had a liquor after dinner. Needs some updating
196	619	Amazin food, nice clean room, friendly knowledgeable staff.
197	620	A slight hiccup with booking as booked in partners name and the manager was absolutely superb in dealing with it . The room was perfect and the staff in the dining room during our evening meal were excellent .and so was the food
198	621	Welcoming without being over the top. Very comfortable room. Excellent food and wine.
199	622	Room very clean and bed extremely comfortable. Staff helpful and polite. Breakfast freshly prepared and delicious.
200	625	Very accommodating. Friendly staff. Very nice place to spend your wedding night.
201	626	We had a very comfortable stay with you last month - food excellent and staff very friendly and helpful.
202	627	<p>An absolutely delightful hotel!! Our daughter made the phone booking with a delightful and helpfully accommodating staff member. In the evening we enjoyed a wonderful dinner selected from a comprehensive menu, and delighted in hearing about the history of the hotel. Breakfast was all that could be desired. Our only regret was that our stay was limited to one night, but anticipate staying longer on a future visit not only to explore the local area more extensively, but also to enjoy your wonderful hospitality and picturesque hotel. Thank you!</p>
203	628	<p>We had requested a quiet room with king size bed. When we arrived Robert upgraded us to the suite. He should have shown us the room originally allocated and then also show us the very "shoddy" and old fashioned suite with only a double bed . We had to leave the suite as the old boiler made the noise of a rattling train every 65 seconds . I feel sure that staff should be aware of the boiler and it's noise so why did he not just give us the somewhat brighter room with the king size bed in the first instance . I would also add that the old soft mattresses in these rooms are not fit for purpose.</p> <p>I would only ever consider your hotel again if we were in the renovated rooms or the rooms you will be renovating in the new year .</p> <p>On a positive note, staff were helpful, dinner was good. Hard to understand why only ONE waiter can take any orders on a busy evening when we waited an awfully long time to be offered a piece of bread to be getting on with, order and then be served . Train somebody up to help a pressed Robert.</p> <p>Best Pam Szwed</p>
204	629	The hotel and manor make a good package. The hotel staff were friendly and helpful, the room comfortable, the restaurant very good. two minor points about our room (4): the lighting was s bit dim, and the loo seat would not stay up unaided, which is inconvenient for gents.
205	631	<p>Wonderful hotel. Excellent room in the new coach house. I am in the textile business - your décor was lovely.</p> <p>Loved the feel of the place. Staff excellent. Rarely am I so impressed with a find off the internet.</p> <p>Great meal in the evening. Loved the presentation of my pudding in the jar! Terrific breakfast.</p> <p>Looking for an excuse to bring my wife who would love the Manor House too.</p> <p>Thanks again. Graham</p>
206	632	Some of the staff need a course in dealing with customers. The Spanish waiter has a problem being polite and I would not have given a tip to him. But it was put on bill. The bedroom was not up to standard mildew in the bathroom and bedroom. And rather dark for a lady to put makeup on and that's sad in this day and age also not acceptable. We have photos to show of the mildew a little bit of elbow grease and bleach would soon put it wright we complained on our arrival but nothing was done.
207	633	Rooms fantastic. Wedding was great and well organised.
208	634	<p>unfortunately we were put into room 5 which is directly by the main road, nice room but traffic kept us awake most of the night. When i booked i said we were going to Waddesdon Manor first but we didnt realise that we had to pre book the time to go into the Manor itself and when we arrived all times had gone. It might be a good idea for reception to warn people if they book with you direct. The other incident, which could have been very bad, was at dinner. My wife has a nut allergy which we made clear throughout the meal so when it came to desert she asked if she could have the apple crumble without the Almond and Sea salt ice cream and have the Honey and whiskey instead. No problem they said, but after 2 mouthfuls my wife suddenly realised they had put on the Almond icecream. She isn't as bad as some and only had a tingle in her lips. So all in all not a good experience, which is a shame because we started marriage life in Quainton and have had a few meals and stayed with you in the past with fond memories.</p>
209	635	Perfect start to our Christmas festivities. We were lucky enough to have amazing weather so could enjoy the light show and Christmas fair at the manor to the full!
210	636	<p>Very impressed with the decor and staff, thoroughly enjoyed our stay. Eye for detail immaculate Unfortunately we went to a concert so we were not able to eat</p> <p>Will definatley be back</p>
211	637	The experience was very good, the staff were ALL very pleasant and helpfull, the food was first rate, the steak I had for my evening meal was the best I've had for some time, my wife had the turkey and enjoyed that too. Our room was a little smaller than the one we had in feb 2013, but we did book the cheapest option so I have no complaint, the room was as before scrupulously clean and had tea/coffee, plenty of shampoo, shower gel etc. if you maintain these standards no one has reasonable grounds to complain .
212	638	The welcome and friendliness of all the staff. The room was lovely and the food and atmosphere were excellent.

		Once again I would like to say how helpful and friendly all the staff were. We had a lovely stay and did not want to leave. Thank you
213	639	We were made very welcome. The room was very warm and comfortable. The mulled wine and the food were excellent.
214	640	This is our 8th time we have stayed at The Five Arrows and we will be back for sure.
215	641	Our room, (8), was too small and somewhat tired. Bedside tables too small and lighting inadequate to read by. Both sitting chairs were uncomfortable, one had broken springs. Somewhat disappointing and unexpected for such an otherwise well presented hotel. On arrival we were met with a somewhat indifferent receptionist who kept us waiting for 5 minutes before completing the paper task he had in hand and then checked us in a charming manner. We were visiting Waddesdon Manor, a delight in all respects, but our room let us down.
216	643	Beautiful building, comfortable bed and excellent breakfast.
217	644	Delightful
218	645	Room was dirty. Carpet needed steam cleaned and the area above the TVS had not been cleaned properly and was very dirty and dusty, very poor standard of House Keeping.
219	646	We were pleased to have Room11-for the quiet location (away from the main road). A slight disturbance from a noisy fan? In the adjacent room might be worth investigating. The food was very nice, sensibly priced wine and very friendly staff all made the experience very pleasant. Your colleague Horacio is a real plus.
220	647	Very friendly staff and nice atmosphere. Porter was excellent.
221	648	A lovely break at a special location, with very pleasant staff.
222	649	Very welcoming. Very good offer for a Sunday night. Liked the champagne, 3 course dinner then b & b Great with friends - 6 in our group. Staff friendly and helpful. Food choices good - well presented and delicious Bedrooms comfortable, linens good, room 12 very nice.....thank you
223	650	Very pleasant stay after visiting Waddesdon
224	651	We love the Five Arrows Hotel...the staff are always very welcoming and do their best to make the stay or dining experience enjoyable....it's a beautiful building in a lovely setting
225	653	a very pleasant stay friendly staff comfortable rooms great stay
226	655	The warmth of welcome and service was outstanding. Leaving good memories
227	656	Not as good as last time. A much smaller room, but I booked late, so probably got what was left.
228	657	Excellent service. Very friendly atmosphere. Lovely rooms - new, clean and nicely furnished.
229	658	Very friendly staff with a quirky, unique hotel
230	659	Nice atmosphere, excellent food, excellent staff
231	660	We really enjoyed our stay,room,staff and surroundings were very good.Only one or two small hitches -we did not receive our mulled wine which was part pf our deal and having asked how dinner pricing worked were told we could have any three courses from the menu.We stay in many hotels hence this specific enquiry so were a little upset to find surcharges on our bill.However this did not spoil our stay and we shall definitely be seeing you again.A happy Christmas to all at the Five Arows-best wishes form Neil and Josie Gatley
232	661	Room was comfortable, dinner & breakfast very good, staff courteous, and cheerful.
233	662	Relaxing, intimate,cosey,quality---all supported by attentive and friendly staff
234	663	As part of the overall Winter package worth Waddesdon we had a lovely time.
235	664	very relaxing and enjoyable. the room was super, comfortable four poster bed and we ate a delicious meal in the snug area of the dining room. There had been some thought to this as I had mentioned that it was our wedding anniversary, so it made the evening all the more romantic, particularly as they had a large Christmas party in the main dining area. Thank you!
236	665	Friendly reception, very good food and a comfortable bed.

#### TOTAL RESPONSES

236

#### 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	188 / 71%	63 / 24%	4 / 2%	7 / 3%	1 / 0%	263	0
The ambience, design and interior decoration appealed to me	134 / 51%	102 / 39%	17 / 6%	9 / 3%	0 / 0%	262	0
The atmosphere was warm and friendly	158 / 61%	82 / 32%	12 / 5%	5 / 2%	0 / 0%	257	0

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

Result Set:      Response ID:      Answers:

1	371	All was very efficient
2	375	It was necessary to make 2 or 3 phone calls before a booking could be made as the receptionist failed to return calls
3	384	No - everything was super. The very nice helpful man who checked me in also carried by suitcase up the stairs, which was really kind and appreciated.
4	387	I tried to book directly with The Five Arrows via your website, but it said your were full; then five minutes later via Booking.com I was told there were four rooms available. On Monday apparently you had seven rooms of your sixteen rooms occupied, and one wonders if your website was not showing full how many more occupants you might have had.
5	389	very efficient on the telephone and upon arrival
6	391	Just to say a big thank you to all the wonderful staff. We were delighted with the room we were given and didn't want to leave!
7	401	Unable to book any extras online - as it was my wife's birthday I couldn't pre-order flowers, champagne etc I couldn't call ahead unfortunately so this would have been extremely helpful!!!
8	402	Made welcome and given a pass to the manor as we were early.
9	403	We arrived later than expected but encountered no problems at all. The paper work was at hand and we were quickly checked in.
10	405	Had to phone as internet refused to take American Express payment
11	406	we arrived early but was still welcomed
12	412	We were not offered the glass of Buck's Fizz which was part of the deal. It was offered after our evening meal
13	417	None, couldn't fault it. All very helpful.
14	420	Room not ready but reception very polite and friendly
15	423	everything was arranged competently . we are very pleased with high standard in every aspect
16	425	All staff were very helpful both on the phone and in person.
17	427	All very smooth and quick
18	428	No
19	432	Overall, very pleased with our stay.
20	434	Booking hotel wasn't the most efficient, we had to phone a few times as the email to confirm booking wasn't sent out as it had been promised.
21	443	Disappointed that after being assured that a room at the rear of the hotel would be available, we were given a room at the front.
22	444	See earlier
23	445	No, wish I'd done a bit of research and had known about Waddesdon Manor
24	448	Struggled with the sat nav which didn't seem to like the post code and went completely wrong on the journey back from Oxford.
25	455	Just the previous comment on lack of communication when I booked, the receptionist was wonderful but even in email confirmation was not told regarding the entrance to the Manor, we saved to visit your hotel and make it a special weekend as our anniversary, and every little saving does help.
26	459	Just excellent
27	461	Very convenient for visiting Waddesdon and on our budget was an affordable expense for a special treat
28	465	No
29	469	Anna was very welcoming
30	471	No
31	473	Excellent service. We were personally escorted to our room, with bags taken too.
32	474	Austin was our contact and he was very welcoming and efficient. He changed our rooms in view of our baby and administrated it very well
33	477	None.
34	478	All excellent, everyone went out their way to please and accommodate our needs; wholly satisfied.
35	480	The hotel was very quiet when we arrived and we were checked in very swiftly.
36	485	Very good and helpful staff
37	491	we were very pleased with the offer price and the fact that we didn't have to pay a deposit
38	497	All comments already given.

39	502	We thoroughly enjoyed our stay.
40	503	All lovely but really tarnished by not being able to sleep much.
41	506	I could not book online as you do not accept American Express but it does not say that on the online booking form, hence I ended up booking direct.
42	508	It was all made very easy.
43	510	I made a group booking of 5 rooms. It was difficult to coordinate this via email and costs and processes was not as transparent as it could have been, but staff was great at accommodating to our needs and requirements.
44	511	We arrived for a wedding midweek and needed to get up to our rooms straight away to get ready. The receptionist was on the phone dealing with another customer but there was a queue of people waiting to be seen. The hotel must have known there was a wedding party arriving, but even so, a receptionist should have at least acknowledged that we were waiting. By the time we were seen, there was a queue of 6 people and we had less time to get ready.
45	512	Very helpful and obligeing.
46	513	as previousley stated
47	514	Lots of the rooms weren't ready and there were aware it was a wedding and people needed to get ready.
48	516	Website is great - very convenient to book with a reassuring email to confirm. Didn't enjoy waiting to be served or to get into the room.
49	517	We where told over the phone booking in time was 3pm but other wedding guests had arrived at midday, giving them plenty of time for a 4pm wedding, at the old dairy.
50	519	I had to call several times to arrange to pay for the room
51	520	We were shown to our room straight away and escorted rather than just given a key. Very good service.
52	521	Summarised / covered by my previous comments :-)
53	522	excellent communication before and during our stay..... a great experience thank you
54	523	No thanks everything perfect.
55	524	None
56	527	Arrival was efficiently managed
57	528	No- very welcoming
58	531	Our contact on arrival, new Manager was great, very charismatic and informative..
59	532	Staff were uniformly great
60	533	Please see previous comments re space for inserting dinner reservation time request and the fact of being National Trust members.
61	543	Everyone we met was welcoming and friendly. Felt at home straight away.
62	545	Price on my bill was different to online price. This was discounted but did not appear as I booked it (which as staying for business caused issues with our accounts department).
63	549	No
64	553	I had alerted the hotel to advise I would arrive late and this was accommodated without a problem.
65	557	We got to know the staff during our stay and they were very friendly, but did not smile at all on checking in, in spite of my eye contact and smiles. Could be misinterpreted as unwelcoming.
66	558	Unable to provide a room at back (not previously requested) as hotel fully booked that night - no problem, a genuine effort was made to accommodate the request. Helpful booking us a taxi
67	559	All as expected.
68	560	Quick, pleasant, efficient.
69	574	we arrived late,having phoned ahead to inform hotel of this fact,hotel door and gate locked up. Had to phone to be let in. Rather grumpy ?night porter let us in.Unsure where car park was, so husband parked on opposite side of road. Porter,rudely told us we couldn't leave it there.Both of us tired,husband especially as he is disabled.so not the best of starts. Next day,asked house keeping for a comb( as per your brochure) told didn't have one !!!!
70	575	I would highly recommend this hotel,it is set in beautiful surroundings being close to Waddesdon Manor, lots of country walks and wildlife. Looking forward to visiting again towards Christmas.
71	576	Everything was very good .
72	581	Main part of hotel fine - room was a serious let down.
73	583	Staff were excellent.
74	585	No !!
75	586	No improvements could have been made to our experience
76	588	Very helpful staff as our room was not ready - we arrived early
77	595	The staff were very helpful. For some time I was unsure whether I would be able to stay one night or two and they were patient . I did not feel pressured.

78	596	My only problem was a lack of confirmation email regarding my booking
79	597	No
80	599	No. Everything was fine
81	601	The suggestion to stay in one of the coach house rooms was a perfect recommendation - thank you
82	605	You have just the right mixture of everything .
83	608	We have been welcomed and looked after with an exceptional degree of professionalism.
84	610	no problems and good experience all round
85	613	Gentlemen who greeted us was very good, receptionist and break fast waitress not as warm/friendly.
86	614	The staff were very friendly, helpful and thoughtful.
87	615	See previous comments
88	618	Absolutely excellent - couldn't have been better, wish I'd taken the name of the man on reception who was delightful and so helpful and friendly, couldn't have had a better reception.
89	620	manager was brilliant when could not find our booking , no fault of hotel but to rectify problem he did everything he could to sort it, which in the end was solved and thoroughly enjoyed our stay
90	622	The person that checked us in was very helpful and demonstrated great intuition when I was not completely happy with the original room offered, but lacked the confidence to say so! She read my body language and immediately suggested a different, refurbished room. Excellent customer service skills!
91	626	Smooth and Seamless
92	627	Everything was perfect.
93	628	See previous comment
94	631	Liked being shown to my room. Seldom happens these days.
95	632	A little bit of help with our luggage would have been good
96	636	The only issue was the Parking was not too clearly marked
97	637	The welcome we received was very warm and friendly, and every other contact we had with staff was the same.
98	640	A very friendly welcome as always.
99	644	Staff were extremely friendly polite friendly and professional
100	646	Disappointed that the Five Arrows Illuminations package did not make it clear that access to the inside of the Manor has to be prebooked. Rewording the literature for future years would avoid frustration! Horacio is to be congratulated for his positive can-do approach and welcome.
101	647	Your reception staff should inform all guests that if you are out past 11.30pm you must bring your key with you. We were attending an event at the Manor and the porter reminded us rather than receptionist who had the opportunity to do so twice.
102	649	Welcomed warmly, professionally.
103	651	The young man on the desk was very helpful and informative when we arrived
104	653	we will return and have recommended friends
105	656	Friendly and helpful
106	657	Always helpful. Horace was very patient with us when our key was stuck! He showed us how to 'wiggle it out'!
107	658	It was a cold day, so standing in reception there's a cold draft every time the door opens. It would be good to have a small hallway between outside and inside - I realise altering the building is tricky.
108	662	All went smoothly and staff were welcoming
109	664	We had our bags taken up to the room for us which was a nice touch.
110	665	I made mistake with my booking and the changes were made with no fuss.

#### TOTAL RESPONSES

110

#### Question 9: In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	99 / 39%	107 / 42%	29 / 11%	14 / 5%	8 / 3%	257	0
There was a good selection of products in my bathroom	129 / 50%	104 / 40%	14 / 5%	8 / 3%	2 / 1%	257	0

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

Result Set: Response ID: Answers:

1	375	Big improvement
2	379	The sink was very low, we struggled and I am only 5ft 4in. It would have been nice to have cotton wool balls, buds and a small shaving mirror as bathroom mirror was not over the sink.
3	385	Room 16 was a little noisy with traffic noise. Quite a surprise after staying in room 5 or 6 previously, without full double glazing and being less aware of traffic noise.
4	386	Room no 4 . Room a bit small .
5	387	As mentioned earlier, two easy chairs in room 4 would be a good idea.
6	388	Bathroom smelt of paint although this didn't spread to the bedroom.
7	389	Bit warm - only realised later that I could open the window
8	391	I cannot remember our room number but we were in the new part of the hotel. It was the nicest hotel room we have ever stayed in.
9	394	if was being very sad and nitpicking, a robe would have been a great addition
10	397	Weak Internet strength
11	398	up on top floor -streetnoise
12	400	14 The room was a lovely size, the bed very comfortable and the decor very nice
13	401	No bathrobes, soap, face flannels and bin had not been emptied. Sadly lacking that 'deluxe' feel....
14	402	17 - bed was really comfortable!
15	403	Front bedroom near to the five arrows sign, sorry don't remember the number. The room was a little dark with the light on but cosy. Some road noise despite the extra double glazing. Very,very comfortable bed. The bathroom was very clean and the shower was excellent.
16	404	Very old and substantial cobwebs on curtain pole, windowsill cracked and paint peeling.
17	406	room 2 lovely room overlooking court yard nice and warm clean and comfortable
18	408	3 a little on the dark side
19	409	The bathroom in our suite was very shabby, with dirty grouting to the tiles and silicone. It looked dated and certainly didn't have the wow factor. The suite is obviously a challenge in terms of layout with a corridor dividing the bedroom from the sitting room. Lighting was provided by a series of lamps only and it was a pain getting them all on to provide sufficient light - you need better centrally controlled lighting. Previously stayed in teh other suite which appears so much more luxurious!
20	412	We were in room 2. I would definitely not describe it as luxurious and it was definitely not the room pictured in the offer we bought. Furniture was repainted old furniture. Not luxurious, but was in keeping with the hotel. Also there was no plug point on my side of the bed which was slightly inconvenient. The bed though was very comfortable and good quality bed linen. Loved the lotions and potions in the bathroom
21	417	Room 6 a bright airy room with a lovely large ensuite
22	422	The single room was dimly lit and very small. It was cold until I put the heat on. The staircase to the 2nd floor was dark and cold.
23	427	No.11 - it was superb. Great mattress on bed, very quiet location - we stayed two nights.
24	428	Room no.2. Very comfortable, but thought the dressing table could do with a lick of paint. Otherwise very nice.
25	432	Room 16. We loved the room. It was very attractive and comfortable.
26	434	We were in a room close to the road, traffic was a little noisy.
27	435	Decor a little tired and road noise was ever present - would double glazing or some other sound proofing mechanism be possible
28	436	Room 11. The room was spotlessly clean with one exception....the cover of the two chairs by the table with the coffee/tea tray were badly stained. I am sure a scrub with nail brush, soap and water could bring them up to an acceptable standard. I did mention this on checking out.
29	439	<p>The green light installed in the ceiling, probably emergency light, was far to bright when trying to get to sleep. This light fitting is suitable in commercial premises but not in a bedroom.</p> <p>When we checked out, the couple in front us had the same complaint. Although we raised the issue, the receptionist did not offer any inducement for a disturbed night sleep. You should issue eye masks if the light fittings are not changed.</p> <p>We were in room 17</p>
30	440	Room 12. No comments except for bottled soap and shampoo as mentioned above. Smacks of Premier Inn!



31	442	We were in room 11 in the courtyard which was very comfortable and quiet. We were glad to be in a courtyard room as our friends were in room 3 at the front and the traffic noise early on Friday morning disturbed their sleep somewhat.
32	445	Room 6, it was excellent. Very comfy, airy and the bathroom was a good size
33	448	Better after the big cob web above the bed was taken away. A lot of noise from the road early Friday morning despite the secondary glazing ( room 3 ) but much better Saturday morning, either less traffic or we had got more used to it. Shorten the delay on the bathroom fan down from 10 mins to 5 so it isn't so intrusive at night.
34	452	The bed was too soft for our liking, but that's just a personal preference.
35	454	Room 4 felt slightly dated, but generally nice and comfy bed
36	455	We stayed in room 14, lovely room would of liked to of stayed in a little more luxurious room but not affordable to us.
37	458	4. It was meant to be a deluxe double - hard to work out what constituted deluxe.
38	459	4. It was fine, everything we were looking for in a hotel
39	461	lovely 4 poster bed
40	465	Traffic noise as before
41	467	The shower pressure was very poor but everything else was excellent
42	468	Room 12 would be nice to have a menu in the room
43	469	Can't remember name of room that is why nobody puts it in.
44	470	Decor was quite dark which made the room seem oppressive. Bed and duvet not very comfortable
45	471	Room not cleaned after first night
46	472	Small to the point of cramped, shower very problematic
47	473	N/A
48	474	Specially the bathroom could probably do with some dusting on top of the toilet box and the bath-tub with a little scrubbing. One could feel slippery under the feet from previous soap-showers - which is not a nice clean feeling to it
49	475	1. Room was very pleasant, everything clean and well presented as was the en suite but the room itself was so small with limited space to move around
50	477	Excellent junior suit. room No 6.
51	480	16 - The room was spacious, very clean and comfortable.
52	486	As previously stated.
53	488	17. Lovely room and new, though the decor was a bit plainer than we had had in the past
54	492	Room 4. Comfortable and pleasant. We needed better lighting for reading. A good light to allow reading in bed would be excellent, as the attractive 4 poster curtains stop one seeing the page once the daylight fades. Our less-than-youthful eyes were definitely challenged! And as there is only one arm chair, somebody had to deal with it....
55	494	Unfortunately the only room available was the single room at the top of the hotel which is small but perfectly adequate for one night. Next time I shall book earlier so I can get a slightly larger room.
56	496	Room 2. Bathroom was tired but clean
57	497	All was very satisfactory
58	498	The room was very hot and it was not possible to turn off the radiator in the bathroom, but we managed by opening a window!
59	503	Room 16 - Too hot, above the boiler, too noisy with window open and no air conditioning - a really bad combination. Otherwise very good but hard to relax and appreciate it. If we recommend 5 arrows to friends we will need to know this is resolved first!!
60	507	Room17 needs a shaving mirror in bathroom
61	510	Lafite - I reserved this room for my brother, wife and 2 small children. Was disappointed by the size of this room and further surprised to see that there was additional rooms offered at the hotel of the same price range but at a larger size that wasn't offered to me at the time of booking. Was only told there were 11 rooms at this hotel, but clearly evident that 17 rooms are now available. They struggled to be comfortable in this room with a cot and a bed for a 6 month and 3 year old child.
62	514	I stayed in the biggest suite and whilst it was nice - it was very dark and dingy, the bathroom lights were quite cheap and it's not what I'd expect for the money we paid. I have paid far less and got a lot more for my money
63	516	Very nice, we would have happily enjoyed a longer stay to make the most of the sitting room area etc.
64	517	number 5 the bed was very comfortable, only packet of biscuits for two people.
65	523	No thank you.
66	524	None
67	525	Beautiful, new spacious
68	526	room 14 possibly the best I've ever stayed in really pleased with it.

69	527	As previously noted the size of the room and bathroom
70	528	No 3 (cannot remember the Champagne name). Rather noisy as at the front of the hotel.
71	532	A carachterful stay.
72	533	Room No. 14. Perfect. Please see previous comments.
73	535	Room 2. Appreciable road noise even though at rear of building (?due to single glazing). Comfortable, but did not like the "motel-type" soap dispensers which seemed incongruous with the accommodation.
74	540	Room 7 very tiny but comfy and efficient.
75	543	We've requested the same room again as it was great.
76	545	Lovely room - thank you.
77	553	Room 7. Bathroom good and looked like recent refurbishment. Bed good. Room itself would benefit from redecorating, and the room could have been better aired before I arrived. It's very small but for a single room for one night it was adequate
78	556	Room 11 seemed to be equipped with junk rather than the promised antiques.
79	557	A full length mirror is needed. Room 5
80	558	Traffic noise was present but double glazing effective. Loved the balcony.
81	559	We were in Room 15 - Very impressed with the standard of the new accommodation.
82	560	Amazed with the cleanliness
83	562	We stayed in room six but as the room was warm we needed the window open. This let in the traffic noise in which was very loud and made sleeping very difficult.
84	564	The room was fine, but so tiny that I had to thread my way between suitcase, desk, bathroom. I had to move the desk chair in under the desk in order to be able to open the closet.
85	569	Not quite luxurious perhaps. Bathroom overlarge leaving less bedroom space. Television in an awkward position. Comfortable bed. One packet of biscuits each would have been more generous. Traffic noise was intrusive.
86	570	Room 1. I did feel that the room and bathroom could have been a little cleaner etc but certainly nothing worth complaining about
87	575	It is so refreshing to find a hotel which has very tasteful decor, and furnishings.
88	576	Room 16 very happy .
89	579	See my previous comments.
90	581	Dont remember room number - outside next to car park. Room was clean (except for stained carpet), the sofa was grubby from age rather than any lack of attention from the house staff. The bed was much smaller than I'd have expected for the price... dont remember what the selection of products were in the bathroom... to be honest I dont judge a hotel by the soap provided in the bathroom - especially if there's no hot water in the morning.
91	585	Curtains to long thin window - Right hand - one plastic hook to runner broken.
92	588	Lighting was rather dim. Useful if bath robes are provided
93	592	Room 1: The staff were friendly and very helpful, however the room smelt very musty, as though it hadn't been used for a while. The toilet hadn't been cleaned and the clock on the bedside table was flashing, as though there had been a power failure, which made me think that no one had checked the room before we arrived. It was a shame as an effort had been made to supply high quality toiletries in the bathroom.
94	597	Room 3 - our room was comfortable and quaint.
95	599	Room 14. The shower mat looked a little grubby
96	603	Please see previous comments.
97	608	Right hand curtain to long window needs a replacement broken hook.
98	609	key difficult to use, room too small, no pillow protectors
99	610	room 32. Not in main building so could be a problem if raining, but was OK for us. room subdued colours and relaxing. I prefer stand alone shower and not one in bath but appreciate space difficult in an old building.
100	615	See previous comments
101	616	Room 1. very small.
102	618	Perfect - one of the nicest rooms I stayed in - love the décor and so did our parents. I think it was in the annex 104/105 but can't remember, facing the car park
103	620	Room was quiet and very comfortable
104	626	Whilst we had a comfy stay and enjoyable, our room was more dated than we anticipated - would be nice to make your older rooms slightly more contemporary - best to inform guests of the traffic noise early in the mornings!!
105	627	We were greatly impressed with the range and brand of toiletries in the bathroom. We were quite delighted with the two rooms we were allocated (2 suites outside, one with 4-poster bed).
106	629	See earlier answer
107	631	Did find the TV control a little confusing until I got the swing of it.

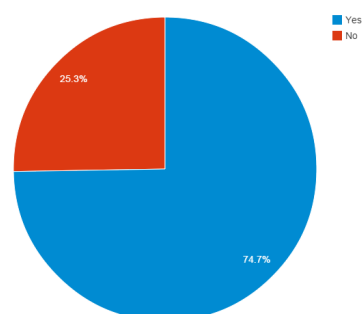
108	632	Yes a great deal to say about the bedroom mildew in the. Bathroom and bedroom just elbow grease and bleach would have solved the problem
109	634	see previous comments
110	635	Very comfortable bed and bedding.. Bottle of water by the bed was much appreciated.
111	636	No bar of soap (preference only)
112	639	6 the bathroom mirror was quite high and I could only see the top of my head. Not a problem as I used the mirror in the bedroom.
113	640	Stayed in room 2 and found that the furniture, ie.dressing table is becoming quite shabby. Could do with a coat of paint.
114	641	Bathroom ceiling was water stained.
115	646	Room 11. Check the bathroom fan for excessive noise in the adjacent cottage bathroom. Appreciated that the room was warm on arrival.
116	648	Room 10 - no problems. It takes quite a while for hot water to come through but that's the same in our house! Otherwise all fine.
117	649	Room 12. Only criticism was the radiator was off when we arrived and it was cold. However,it soon warmed up when rad was turned on. Lovely new room - spacious, well designed,comfortable. Nicely furnished.
118	651	We were in Room 5... The bed was very comfortable....the room is great with the balcony attached even though it was too cold to sit out!
119	653	warm and comfortable
120	655	Warm, well lit,good amenities. Very comfortable
121	656	Room 1 was too small for two but adequate for my single occupancy. One light bulb was replaced on request, so not checked prior. The toilet roll holder pinged loose and should be replaced. I think the room could be refurbished.
122	657	Room 14 - Caro. As i said before, nicely furnished, smelled fresh. Bathroom lovely and shower great.
123	658	We were in No 6 - there are cobwebs above the wardrobe to the right, and lots behind where the tea tray is. A small spider was living in the corner above the TV
124	659	Room 14. In the morning the heating didn't come on until 7 am, this is a bit late if you want to get out of bed into a warm room.
125	662	The glazing protected us from any road traffic noise
126	663	I found the fixed toiletries for the shower/bath too high up when sat in the bath
127	664	I cannot remember the number but we were in the room with the four poster bed.
128	665	The bed was very comfortable. I was in the small top room so cannot say well appointed!

#### TOTAL RESPONSES

128

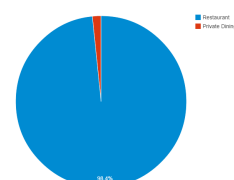
#### Question 11: Did you dine with us?

Answers:	Responses:
Yes	207 / 80.2%
No	51 / 19.8%
<b>TOTAL CLICKS</b>	258
<b>TOTAL RESPONSES</b>	258



#### Question 12: Where did you dine?

Answers:	Responses:
Restaurant	179 / 98.4%
Private Dining	1 / 0.5%
Wedding	2 / 1.1%



TOTAL CLICKS	182
TOTAL RESPONSES	182

### Question 13: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	140 / 68%	50 / 24%	12 / 6%	3 / 1%	2 / 1%	207	0
The service was friendly & professional	144 / 70%	49 / 24%	10 / 5%	3 / 1%	1 / 0%	207	0
The overall dining experience was exceptional	104 / 50%	71 / 34%	19 / 9%	8 / 4%	4 / 2%	206	0

### Question 14: Do you have any other comments regarding The Five Arrows Hotel as a dining venue?

Result Set: Response ID: Answers:

1	370	The menu and wine options are excellent and I would recommend the five arrows tries a tasting menu with or without a wine flight.
2	371	As previously mentioned, the resaurant seemed a little too formal & the lack of background music didn't help the atmosphere. Staff were helpful & friendly throughout, but expected a slightly better standard of food, given the bold claims by the staff & website.
3	372	As I said in answer to a previous question, the food at dinner was to die for!!
4	375	Requires some attention both in terms of the food, service and surroundings.
5	377	We were in the outer dining room and it was a little chilly.
6	379	Lovely
7	382	well priced winelist
8	385	Maybe needs a little, gentle, background music for the occasions when there are just three people in the restaurant. The silence can be a little overwhelming.
9	386	Can't wait to try again
10	387	Again, as mentioned earlier, your food is of the highest quality, but big strong men need bigger portions.
11	388	See earlier comments, staff were friendly enough but the service was hurried.
12	391	Amazing food and service. Lovely that they had remembered it was my husbands birthday.
13	394	We both thought it was an absolutely brilliant meal (& my daughter has worked at Gleneagles!)
14	398	liked the decor
15	400	The main course was very nice but not outstanding, it all tasted the same. The dessert - a parfait - was lovely, though. Our table was a good size giving us plenty of room.
16	401	Enjoyed the meal immensely - although the venue was quite bright and little ambiance except for the fantastic service...
17	404	See initial comments
18	409	Best pudding ever - chocolate mousse with almond and sea salt ice cream. Although my husband did observe that the menu did not appear to have changed much since our last stay about a year ago.
19	412	The steak had a lot of sinew which of course was unedible. My partner had no complaints with his fish meal. We'd also felt a little rushed between courses. It wasn't overly busy so don't understand why
20	417	We would highly recommend it to friends and family. Our food was excellent. Our stay was an over night stay on the 23rd March Cannot praise the chef enough. We did thank him personally.
21	425	An excellent menu beautifully presented
22	427	All the food wonderful and the staff on hand but not intrusive - they anticipated our needs and dealt with it quickly.
23	428	Perhaps the front of the hotel could be tidied up. Needs a sweep at front and the window sills could be dusted or painted.
24	434	Our drink order on arrival was forgot and had to remind staff. The after drinks at the end were also wrong but staff were very apologetic.  The food tasted and looked great.
25	435	good ambience and great food

26	436	Love it. The décor, excellent chairs/coverings, excellent service all creates a very pleasurable experience.
27	440	No seating area to have pre dinner drinks or after dinner coffee.
28	442	We dined at the hotel on both nights and the food and service were excellent on both nights. On the second night we were in the small private room/alcove which was very cosy and intimate.
29	448	Service was good, not excellent. A couple of the younger waitresses still had things to learn.
30	450	Dinner service good, breakfast poor.
31	452	If I lived closer, I would be a regular!
32	455	Everything was lovely.
33	456	As mentioned previously
34	461	Menu was interesting and I understand changes regularly so we are looking forward to a return visit perhaps later in the year
35	465	Helpful with food intolerances
36	468	Menus in the rooms would be good so that you can choose at your leisure
37	473	See previous. Issues with seating arrangements. Also, some very soft background music would assist the atmosphere in the restaurant. It was incredibly quiet at times, which made us feel like we couldn't talk. We were whispering at times!
38	474	Food was very good and desert amazing. The selection of wines was outstanding and your sommelier (the nice brunette gentleman with glasses and well tailored suit) was very understanding of the wines and our needs for the 2 occasions in which we dined with you
39	476	very good overall but as the evening went on the staff seemed a liittle confused but the main course was cooked precisely as required
40	478	Again thanks to the chef for reproducing a wonderful veggie meal for my wife and the steak I had was one of the best I have tasted in many a year, first class dining experience thank you; excellent chef!
41	480	The food was amazing, we enjoyed it very much.
42	485	Could afford the chateau lafite Rothschild 86 wine at the time but great to see wonderful wine menu
43	486	Lacking atmosphere in dinning room and bar area. Bar area was as if sitting in a corridor.
44	487	Service was sometimes slow. Overuse of oil burners on tables resulted in a bad asthma attack
45	492	We liked the pretty little "garden room" made from the old entrance hall - a good use of space.
46	494	Food superb, service impeccable .
47	496	Limited vegetarian choice, not unusual but disappointing
48	497	Very impressed with Horatio and the Staff,would always dine for one of two night stay.
49	510	Nice food, but a little too salty for our taste.
50	520	Portion sizes were just right for a three course meal.
51	522	great food and great staff
52	523	No again excellent.
53	525	Young waiter was very enthusiastic and lovely but if you want to convey a certain image he needs training
54	528	The service was rather slow as there did not seem to be enough people to serve the number of diners.
55	529	Some people serving has to improve his professionalism and politesse.
56	535	We liked the fact that we booked our table for a specific time and that it was ready with our wine selection at pretty much that time. Waiting staff were charming. Not so happy with wine list as our first two choices were not available.
57	540	Service was slow as I was a solitary diner in a tucked away area.
58	545	I had three meals with you:  Sunday Lunch: this was absolutely superb. Best roast beef I have ever had.  Monday Lunch: Blade of beef. The meat was very dry and unappetizing but I was in a rush to get to work so was unable to tell anyone. Service was slow also.  Tuesday Breakfast: was lovely. Perfectly cooked English Breakfast and a good selection of other items to choose from.  Wine: Superb!
59	550	Excellent cuisine - the risotto was properly prepared (unlike most)
60	557	We liked being able to sit outside and not feeling rushed even though we were at the end of dinner service.
61	559	The food reflected the style and culture setting of the venue.
62	560	Private dining area was perfect and comfortable. Food was exquisite. Staff were polite and helpful.

63	565	Fabulous
64	575	The restaurant is very popular, and has a good atmosphere, i especially like the open fires.
65	576	Good selection on Menu and wine list .It was lovely to see young people employed who were so helpful and pleasant .
66	581	Food was fine, not exceptional - have had far better meals in west-country gastro-pubs - table in the middle of the room when there were empty tables to the sides, was told the other tables were reserved, and yet noone came to sit at them and arrived at 8pm on a Sunday when you apparently close very soon after... however, other than this, have no complaints about the food or service.
67	585	What is the frequency of changing the menu ?
68	586	I was certainly drawn to the suite and evening meal offer with glasses of champagne
69	588	Good service and excellent choice
70	590	the food at dinner was very good breakfast was poor the sausage was of poor standard the black pudding was not the same standard as the evening before my bacon was burnt the tomato was almost raw the kitchen was not able to cook fried bread I was not offered any sauces and when I did ask had no worcestershire sauce and most hotel ask if you would like more than one egg
71	591	A outstanding place to eat with a great cellar.
72	597	It was a good dining venue.
73	599	Not too keen on the current trend for serving on slates and in frying pans. Please can we be served on normal china plates!
74	601	Wonderful food and fabulous staff who know how to make you feel at ease whilst being very attentive. My only area for improvement would be the decor, carpet and paintwork which could do with a freshen up but all in all it didn't affect our stay or the experience at all
75	605	We were sitting in the bar side of the restaurant (not by choice) and the lighting was a bit bright for the kind of ambience you want to create - it was better in the restaurant proper
76	608	How frequently do you change your Menu?
77	610	Happy to recommend to others.
78	614	Highly recommend.
79	615	See previous comments
80	618	overall wonderful - just one negative comment I'm afraid, we had a circular table in the window and it was really draughty and noisy from the road. It would have been nicer, as it was autumn and dark outside, if the curtains had been closed to prevent draught and make the room more cosier.
81	620	A little soft music in background would be a nice touch
82	627	An extensive menu catered for all tastes; the overall ambience, service, and hospitality were excellent.
83	628	Train up more staff to take orders. Lots of Indians and only one chief. Dinner was tasty
84	631	Lovely room. Liked the décor.
85	632	Notice should have been given regarding tips. The first night the staff were great the 2nd night the Spanish waiter was rather rude I had ordered prawns and chicken the previous night and I thought that was really great of the chef. The waiter said to me you do not need a menu and took it off me he might have thought it funny but I am the person paying the bill
86	634	apart from incident previously mentioned the meal was 1st class
87	635	Second visit to the restaurant did not disappoint. Consistently excellent food
88	646	We liked the area kept for tables of 2 - which meant that although there were two groups in the restaurant, their noise was somewhat baffled by the dividing wall. Service was very good and staff were attentive and friendly. Nice breakfast too.
89	648	We had a table in the dining hall which was a bit chilly with people coming and going through the front door. We moved to the window bay but that was also a bit draughty. However, we realise you had a couple of large groups to accommodate. The food was lovely. We were in the main dining room for breakfast which was perfect!
90	649	No
91	651	The staff are very professional and helpful
92	657	Nice food, well presented, staff attentive without over doing it.
93	658	After dinner it would be nice to have a lounge to sit in & have a night cap. There was nowhere to sit, so we went back to our room.
94	659	There is a tendency for all the restaurant staff to ask you "if everything all right?" at least once, which gets a bit irritating over the course of a meal. I personally don't like being asked at all - if everything is not all right I'll let someone know!.
95	660	Nice ambience in the restaurant with some good wines
96	662	It was a most agreeable and pleasant experience
97	664	No

#### TOTAL RESPONSES

**Question 15: 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.)	2 / 17%	1 / 8%	8 / 67%	1 / 8%	0 / 0%	12	0
We were able to access the internet easily	7 / 41%	4 / 24%	6 / 35%	0 / 0%	0 / 0%	17	0
Our business meeting requirements were met	1 / 8%	2 / 17%	9 / 75%	0 / 0%	0 / 0%	12	0

**Question 16: Do you have any other comments regarding The Five Arrows Hotel as a business venue?**

Result Set: Response ID: Answers:

1	384	I didn't know you have a meeting room facility. I would like more information on this as I do organise quarterly meetings around the country with a group of experts I network with.
2	392	I stayed as I was on business in the area--not to use as a business venue
3	524	None
4	545	N/A
5	550	My business was not in the hotel so I cannot comment on the above
6	553	Not applicable
7	564	I didn't have the meeting at the Five Arrows, but at Waddesdon Manor - these questions don't apply
8	581	Not at your hotel for business.
9	656	Not applicable to my stay
10	665	Did not use it for a meeting.

**TOTAL RESPONSES**

10

**Question 17: The members of the team**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	188 / 73%	60 / 23%	5 / 2%	5 / 2%	0 / 0%	258	0
Were attentive to my needs	178 / 69%	64 / 25%	11 / 4%	5 / 2%	0 / 0%	258	0
Made me feel well looked after	179 / 70%	57 / 22%	14 / 5%	6 / 2%	1 / 0%	257	0

**Question 18: Was there any particular member of the team you would like to acknowledge and why?**

Result Set: Response ID: Answers:

1	379	The older man on reception was really warm and friendly, he made us feel like we were friends.
2	385	All the staff who were able to get my gang plug and chargers delivered to my home within 48 hours of checking out. Very impressive.
3	386	Spanish gentleman .
4	387	Charlotte and Horacio; lovely, friendly, attentive, good ambassadors of your business.
5	388	See earlier comments.

6	389	Didn't look at their names but they were all really good
7	391	All staff were excellent
8	394	the lady who booked us in (who has moved from Hertfordshire) was very nice as was the small, smiley asian girl who was our waitress at dinner. I left a tip - before realising there was a service charge - perhaps I could have been notified of that earlier
9	398	young lady on reception & older man ?manager
10	400	All good
11	401	They were all extremely helpful and a delight to deal with...
12	402	Yes but I didn't get her name! Blonde hair showed us to our room
13	403	The lady on reception went to a great deal of trouble to find me a postcard of Waddesdon Manor, which I asked about, and she managed to find some for me.
14	409	Lovely lady on reception on the Friday, lovely lady serving on Friday night and your head gentleman waiter. All were friendly, happy to help, happy to chat, but knew when to leave us alone.
15	412	Everyone was extremely helpful and courteous
16	417	All the staff were extremely helpful and I wouldn't want to choose one over the other.
17	422	They were all excellent.
18	425	All the waiters and waitresses were very attentive at all times.
19	427	They were all equally friendly, etc. Good team that seemed to work well together.
20	428	They were all very pleasant.
21	436	All were very good.
22	442	Horacio was very welcoming, friendly and attentive - a real asset to the hotel/restaurant
23	445	Don't know any of their names, sorry
24	448	Horatio, looked after us well on both nights.
25	450	Dinner staff good, breakfast staff could do better.
26	451	receptionist made a follow up call to my wife who had enquired about the paint colour used in our room. Polish girl I believe, name may have been Yanna, very good english
27	452	All staff that spoke to us were extremely helpful and friendly. A gentleman from Venezuela was particularly lovely
28	454	Staff were all excellent!
29	455	The receptionist of making my telephone booking, she was lovely and helpful.
30	459	Everyone we met!
31	462	all were warm and friendly
32	473	I cannot remember his name. He worked on reception and then in the restaurant later in the evening. He was tall, with glasses, and spoke with a French accent. He was extremely professional and did everything he could to make us feel welcome.
33	474	All of them, but particularly Austin, the Spanish gentleman from Santiago and the sommelier
34	477	Every member of staff was helpful and polite.
35	478	Front of house, chef and waiter/waitresses - all excellent.
36	480	The maître d' at the restaurant was very friendly and took the time to chat with us and make sure our food was in order.
37	483	Anna, Robert and Horatio
38	485	Your young waiters and waitresses very professional
39	493	The front of house gentleman was excellent on the phone and in his welcome
40	494	All of them!
41	497	The only one by name was Horatio.
42	502	The waiter who took my gluten free order. Could not have been more helpful.
43	503	No, all were very good
44	504	Yes but not sure of her name. Was the girl that booked me in.
45	508	Chloe as always was amazing. There was also a very nice young lady who served us dinner on 11th May between 7pm and 8pm who was very friendly and made the night even better. Unfortunately we didn't get her name.
46	512	Alex for his polite conversation and the young girl who served my breakfast on the veranda.
47	520	The waiter in the restaurant was very attentive and polite.



48	522	the dining staff were great and the receptionist too.
49	523	Everyone was attentive and professional.
50	524	None
51	528	The Reception staff were very helpful.
52	529	Two young men where very kind.
53	532	all the staff were exceptionally attentive & courteous
54	535	All your staff during our stay were considerably above average. I wish I knew/remembered the names of the pleasant young man who seated us at dinner and the charming waitresses who attended us at dinner and at breakfast. The only name I have on record is the helpful lady who dealt with my (repeated!) reservation enquiries, booking and checkout, Ms Anna Dabrowska. She was so so helpful but then so were the others...
55	541	All were excellent
56	543	All were very nice.
57	553	Receptionist at check in. Very cheerful and professional despite the late arrival.
58	558	Equally good
59	559	Michelle, the two Annas and Chloe. Even though Chloe was not on duty on the Sunday night, she made effort to catch up with us on Monday morning.
60	564	Only about the hot water question were they not able to meet my needs; but they were very nice about it.
61	573	All equally good!
62	574	See previous comments re Night Porter. Breakfast waitress charming and attentive
63	575	All the staff are very good and friendly.
64	576	All were good .
65	581	no
66	583	Sorry can't remember his name, but was a young chap. Checked us in on 05/10/14, showed us to room and served at meal time. Very knowledgable and good sense of humour.
67	585	All equally really good
68	587	Horatio was omnipresent , but all staff were great
69	590	waiting need better training, serving from wrong side and at times serving across other guests and at one time dropping the plate on the table
70	591	Horacio was an excellent receptionist, barman, waiter and sommelier.
71	592	Horatio was excellent.
72	597	No
73	599	The concierge was extremely helpful with our luggage and for getting us some fresh milk in our room. Sorry I cannot remember his name!
74	606	No, everyone was very professional.
75	609	at breakfast, staff talked over customers, more interested in a staff members 21st birthday
76	610	Not possible to single one person out, all excellent
77	613	Gentlemen who checked us in - very good!
78	614	We found all were of the same high standard.
79	617	Horatio is always charming
80	618	The girl who served us at dinner was fantastic and, as I mentioned previously, the man on the reception who showed us to our room and served us drinks was one of the best hotel/restaurant staff I have come across. I'm sorry not to get their names as I would like to give them a personal mention
81	620	Manager during booking in was excellent plus the older gentleman whom dos not catch his name during evening meal
82	622	The lady that checked us in. Cannot recall her name.
83	627	I sadly have to admit that I don't remember his name, but the older gentleman (Italian? French?) who looked after us in the bar area and the dining room - he was a font of knowledge about the history of the hotel, was helpful and entertaining.
84	631	No. Everyone was excellent. Thanks .
85	632	The manager on duty on the morning of 20th of November he was polite and listened to our comments
86	633	Chloe for organising wedding and gentleman on the day. I think his name was Robert. Also evie bear man and a young lady she worked with on the Friday. Miss pettifer Smith I think her name was and also her grandmother in house keeping
87	636	The lady who looked after us at breakfast

88	638	Cannot pick an individual as everyone we met were excellent.
89	644	The man that booked us in and welcomed us was particularly friendly and made us feel very welcome
90	646	Horacio
91	647	As advised earlier the porter. Very friendly, professional, helpful and attentive.
92	649	No. All were good
93	651	Everyone was very helpful...sorry not sure of names
94	654	The young waitress who served us in the evening was attentive and friendly. Not quite the same at breakfast, the young waitress did not seem very happy and failed to shed a smile. I must say, I have never stayed in a hotel and been expected to pay a supplement for smoked salmon or kippers. I really can't understand why that is, when it would be in place of the full English.
95	655	Receptionist and barman/wine waiter.
96	656	Anna very kindly gave me a lift to Aylesbury on her way home after my taxi failed to arrive. She is a credit to you, so please look after her.
97	657	We loved Horace! (? spelling)
98	658	I think the name was Olga, she was cheerful and welcoming and nothing was too much trouble.
99	662	The man who took us to our room on arrival The waitresses at dinner and breakfast
100	664	I think they all worked well as a team.
101	665	I did not notice any names but the staff have never failed to be friendly and welcoming.
<b>TOTAL RESPONSES</b>		
101		

#### Question 19: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	75 / 30%	77 / 30%	91 / 36%	9 / 4%	2 / 1%	254	0
The final account was accurate	136 / 54%	99 / 39%	9 / 4%	7 / 3%	2 / 1%	253	0

#### Question 20: How did your experience with us meet with your expectations?

Answers: Responses:

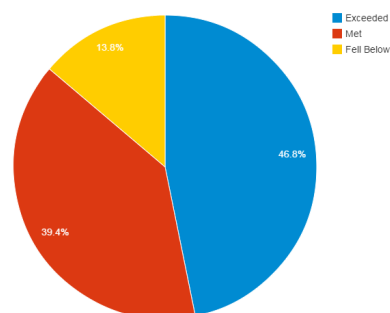
Exceeded 124 / 48.1%

Met 104 / 40.3%

Fell Below 30 / 11.6%

**TOTAL CLICKS** 258

**TOTAL RESPONSES** 258



#### Question 21: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 371 Already mentioned.

2 379 No for us you have it just right.

3 388 Slowed the meal service down.

4 389 It was fine but did not realise a Service charge was to be added to the bill - still worth it though

5 394 only as mentioned above

6	397	Stronger Internet strength
7	399	The final account was only a summary. Full detail would be good.
8	400	The ladies toilet upstairs in the hotel was not tidy or particularly clean and even worse the next morning. One medium sized cafetiere at breakfast did not fill our four cups even once. Breakfast was very good, though.
9	401	The room was a disappointment for 'deluxe' and the fact I couldn't book any flowers etc unlike other sites I have recently been on. We don't often get time away from the children so unfortunately not quite the weekend away I had hoped for..
10	403	No, everything was fine.
11	404	There was nowhere to sit after dinner to relax.
12	409	Breakfast! Also, forgot to say our suite was very noisy with a fan (next door?) going all night. If I had stayed another night I would have requested a different room.
13	412	A room as advertised. Did feel a little cheated
14	417	Perhaps have a nice comfy lounge.
15	418	Children's bedding could be included in the price as we brought our own for our young daughter.
16	427	No nothing at all - t was perfect.
17	428	No
18	429	no, enjoyed the whole experience.
19	432	It would have been better if the fact that we could have free entry to Waddesdon Manor grounds was made more obvious.
20	434	We had a pushchair and had to carry it up the stairs to our room it would have been more convenient if we could have had it store and easy the get to.
21	435	The only negatives were in association with the room but the effect on our overall enjoyment was insignificant
22	436	I felt my desert of hot chocolate soufflé with caramel and sea salt ice cream was spoilt by the strong salt taste. Apart from the fact that salt is very bad for you! Remove the salt and it would have been an excellent dish.
23	439	See previous comments
24	442	WiFi in the bedroom was very weak/intermittent
25	444	See earlier. Get prices right at outset and don't so often say 'I will just ask my colleague'.
26	445	WiFi signal could have been better but.....
27	448	Would have preferred more detail on the final bill. All it listed was 'food' & 'drink'. It could have been anything.
28	449	as before
29	455	Just a little more information as previously stated.
30	460	Very loud fan's in the bathrooms. I moved a light into ours so as not to start the fan
31	461	No not really - only other comment would be to suggest that a better reading light in bedroom as curtains from bed tended to shade it
32	471	Wifi could of been better
33	472	Excellent dining room - how about Dress Code? Smart /Casual rather than trainers/ T shirts??!
34	473	No
35	478	No thank you, all perfect as for our wedding
36	480	Everything was great.
37	485	no
38	486	Have air conditioning in the rooms facing the A41. Impossible to have window open during the night. (room 16) An extractor fan in the bathroom, which I thought was essential when there is no window.
39	492	Any chance you can control the weather?
40	497	I would have liked to arrive to an English Afternoon Tea,but understand the necessity to keep Staff available when there could be no business.
41	503	Other than the hot bedroom and very little sleep ..... No.
42	508	Not that I can think of. Maybe complimentary chocolates?
43	511	More attention on arrival.
44	520	A newspaper of choice delivered in the morning possibly..
45	521	Minor detail for us but wifi connection was poor / non existent until I had spoken with reception who had to re-boot the system. Suggests system not monitored.
46	522	no

47	523	No we were more than happy.
48	524	Please review earlier comments
49	525	All we ask for is warm food and better service, got port instead of sauterne, horatio apologised for that, young waiter pushed cork into wine bottle when opening had to be reminded that i ordered coffee
50	526	Nothing
51	528	No
52	529	Noise level from the road and wi-fi service can be better.
53	533	Please see previous comments.
54	543	No everything was great
55	550	Opening the room door and turning the TV on were problematic but the manager on duty sorted this out immediately
56	553	Upgraded me to a luxurious suite :)
57	556	Match the room rate to the standard of accommodation provided.
58	557	It would be nice if staff introduced themselves by name
59	558	No
60	559	I think you have the balance perfect!
61	562	In hind site we should have asked for a quieter room.
62	566	Not really
63	569	Better range of vegetarian food for evening meal. Risotto is such a poor effort.
64	576	No
65	581	Would have welcomed a discount given there was no hot water - none was offered.
66	585	No !!
67	586	No, our stay, although just one night, was perfect
68	596	No
69	597	No
70	599	Maybe a mini fridge in the room for fresh milk or chilled water but not essential
71	608	18 - as we have been before.
72	609	staff needed to be more professional, room is nothing like the picture on website
73	610	Nothing comes to mind!
74	615	See previous comments
75	617	I think - and this is by no means a criticism - that the main hotel building would benefit from a refurbishment to the same level of quality as the annex, which is beautifully appointed.
76	618	Just to revamp the chairs by the bar area
77	620	No
78	628	Update the three stand alone rooms.
79	632	As said before the bedroom with mildew is not acceptable and the bathroom and having a name of the owner as Rothschilds
80	634	see previous comments
81	645	Organise the Car Park properly with some laid out spaces.
82	646	Include pretimed access tickets for the Manor as part of the Five Arrows Illuminations package.
83	648	No
84	649	The bar area was a little too compact.....we had to sit at our dining table to have pre dinner drinks. Obviously in the summer you could sit outside but in the winter the bar area should be larger.
85	651	No...
86	655	No, we enjoyed our stay which is what we had expected
87	656	Just sort Room 1 out!
88	657	Didn't deal with the final acc btw. More info on the light show that was included. We walked to the car park on advice. It was pretty treacherous as it was pitch black and very cold! But of course this will not apply next year, but the walk to and from Waddesdon in the dark was not pleasant.
89	658	Again, need a lounge area. When we came back from the Winter Lights we had a Mulled Wine, but would have liked somewhere to sit in comfy chairs out if the draft from the door.

90	660	I know this is probably not possible but a lounge for residents would be appreciated. We were lucky in that we managed to get one of the two seating areas by the bar for pre dinner drinks and post dinner coffee which we much prefer than sitting at the restaurant table.
91	664	No
92	665	Nothing, I will pay a bit extra next time to avoid the upstairs room
<b>TOTAL RESPONSES</b>		
92		

## Question 22: Do you have any further comments?

Result Set:      Response ID:      Answers:

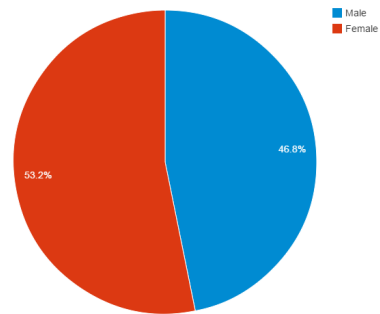
1	371	Although there was nothing wrong with our stay (the room was really very good), the restaurant makes some extremely bold claims & again, although there was nothing specifically wrong with the food, it was a little below the expected claims of excellence.
2	382	the DB&B package that includes a glass of champagne is well priced & a lovely idea
3	394	thought was good value and great place
4	403	We hope to come back soon
5	404	In my opinion if you choose to promote and advertise your business via a Groupon web media system then you and your staff should promote your business to its best possible advantage. I have heard previously people complaining about this system and being placed in "Coupon Corner" however until staying with you I had never felt it or experienced it, so all thanks to your staff for completely waiting your and my time.
6	406	enjoyed shame it was so far from where I live cause we would most definitely return
7	427	Highly recommended to all friends and family wanting to visit the Manor
8	428	No
9	435	We were on a mid week spring deal - excellent value - thanks
10	436	We look forward to another visit.
11	442	We asked for the bill for the meal to be added to room 11 on our first night and room 3 on the second night - which was done with no problem. We were rather surprised that we weren't shown the bill to agree and authorise after each meal and therefore saw the bill for the first time when we checked out. Had there been any issues it would have been a little late to discuss/dispute.
12	445	Thank you for a lovely stay
13	448	Cooked breakfast far less of an enjoyable experience than the evening meal. We should have sent our eggs back.
14	455	Lovely hotel, would love to come back again one day.
15	461	Really enjoyed our stay and the Dinner Bed and Breakfast package was excellent quality for a reasonable charge
16	463	Will return shortly. This was our 8th visit in the last three years and hope to return a couple of times this year
17	471	Breakfast menu extras a little disappointing
18	472	Hope you keep the excellent staff
19	473	No
20	476	i have dined on business on several occasions but this was our first stay overnight it was very good but being in a room facing the main road there was soon noise however we will return
21	478	We will and do highly recommend the 5 Arrows to our friends family and on Trip Advisor and we will be back for our anniversary on 19 Apr 2015 if not before!!
22	480	Thank you to the Five Arrows for a great stay. We will be recommended it to all our friends. The only recommendation I would have for the hotel would be to invest in a redesign of the hotel website, it is very disappointing, hard to navigate and let's the hotel down. A new modern site would definitely result in increased bookings and being able to showcase the beautiful features of the hotel more prominently.
23	485	We will visit again soon
24	486	Will come again but would not wish to stay in the new wing.
25	487	The bed was extremely comfortable
26	492	Thank you very much.
27	493	It would have been nice to have a reduction to the Waddesdon Manor
28	497	We shall definitely return.
29	503	Food was great.
30	518	Need to have accurate description of location of hotel
31	520	We loved our stay.

32	522	nothing apart from great service and a great hotel.
33	523	Hope we will be back soon.
34	524	None
35	525	No
36	528	No
37	529	No
38	533	Please see previous comments.
39	535	Although brief, we had a great stay. Value - well, that's another debate... As you have asked for feedback, here is a summary:- Service - exceptional in my opinion, you have excellent staff; Accommodation - not matching the price level; Catering - really good, mainly because of the service; Cuisine/Kitchen - Pretty good but not quite at the level of many similar and (dare I say it ) less pretentious establishments; also - some wines on your Wine List were not available to order - a supply issue?
40	543	Cannot wait for 25th nov
41	545	Lovely stay - thank you so much. I shall be returning!
42	549	Would stay again when in the area
43	553	Not really a negative point but the breakfast service was a little detached. Faster and friendlier service would take it from just OK to better. Similarly at checkout, being addressed by name would help to make me feel individual instead of ... just another guest. Very slight stale smell in the room would have benefited from the room being aired before my arrival.
44	557	Thank you for accommodating our dog, the staff had not received my email and laterooms don't allow customers to add a note directly to the booking so you weren't expecting him.
45	558	No
46	565	Keep up the good work
47	569	The way the building has been adapted there is no residents lounge with comfortable sofas and easy chairs.
48	576	I would like to have stayed longer.
49	581	HOT WATER in the morning is essential... the other issues, I can live with, but don't expect in a 2* hotel, let alone yours. Change the carpet - the stains are disgusting and very off putting. Get a quieter extractor in the bathroom which doesn't wake the dead.
50	585	No!!
51	588	We arrived on a Tuesday not knowing that Waddestone Manor was closed. It would have been useful to have known this
52	597	The hotel is situated on the main road A41 and it could be quite noisy from the traffic. Luckily it was mainly daytime when we could hear the traffic and it was surprisingly quiet at night.
53	599	Really loved our stay here and definitely want to return with my boyfriend for a romantic break
54	601	Would love to return in the summer and experience some Al Fresco drinks and maybe a courtyard breakfast - fabulous time had by both of us, thank you to everyone at The Five Arrows!
55	610	Have said it all
56	618	No - it was lovely. Thank you :)
57	620	Have already recommended to friends
58	622	Well done for achieving such a high standard!
59	626	Overall an enjoyable stay
60	627	Possibly a better bar arrangement for pre-dinner drinks. The main lounging area was already occupied so our family sat at one of the dining tables (but within the bar area) to enjoy drinks before dinner. This was fine but perhaps a few more lounging chairs would be appropriate. However, this did not detract from our overall experience in the hotel which was wonderful.
61	631	Thanks again. I really look forward to a return.
62	632	Yes I do. I like to give what I think as tip and Wednesday night I would not have given anything .
63	634	see previous comments
64	635	Hope to return, but in a warmer season would request a room that doesn't look onto the main road. It would be too noisy with an open window. Brilliant short winter break. Thank you.
65	636	We will look forward to returning
66	646	Would return providing a quiet suite is available.
67	648	No thank you.
68	649	Hope we can stay next year!!!!
69	650	We liked wine being available in reasonably priced cafes which are sufficient for us for a meal

70	651	We will return as we always enjoy our stay at the Five Arrows....
71	656	The breakfast was very good.
72	657	Not really, we were with two other couples and everyone seemed to enjoy the stay over, but we haven't had the usual debrief yet!
73	659	We hope to return next year
74	664	None
75	665	I only visit twice a year but I always look forward to my stay.
<b>TOTAL RESPONSES</b>		
75		

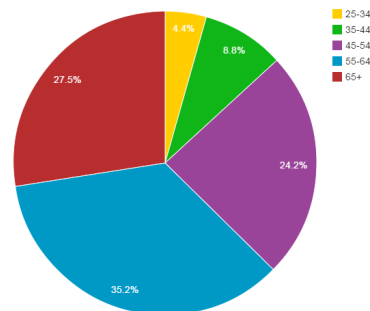
### Question 23: What is your gender?

Answers:	Responses:
Male	121 / 47.3%
Female	135 / 52.7%
<b>TOTAL CLICKS</b>	256
<b>TOTAL RESPONSES</b>	256



### Question 24: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	2 / 0.8%
25-34	24 / 9.5%
35-44	23 / 9.1%
45-54	58 / 23%
55-64	91 / 36.1%
65+	54 / 21.4%
<b>TOTAL CLICKS</b>	252
<b>TOTAL RESPONSES</b>	252



### Question 25: 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	370	Buchanan	6	22 February 2014	Clarem_buchanan@hotmail.com	21 February 2014	07789396633	Clarem_buchanan@hotmail.com
2	372	Gary and Susan Jones	6	28/2/14	gary-jonesmisc@hotmail.com	27/2/14		gary-jonesmisc@hotmail.com
3	373	Stone	6	1st March	victoriastone89@gmail.com	28th February	07875746621	victoriastone89@gmail.com
4	374	joe hunter	3	1/03/2014	Joe.Hunter@Covenco.com	28/02/2014		Joe.Hunter@Covenco.com
5	376	Mr & Mrs Wavell	15?	26/02/14		25/02/14		

6	377	Jill Ricker		1 March	jrickr@acctv.co	28 Feb		jrickr@acctv.co
7	379	Workman	17	1st march	erica.workman@btinternet.com	28th feb	07739707683	
8	384	Terri Van-Leeson	4, but really like the room in the roof		terri@pathways.co.uk			terri@pathways.co.uk
9	386	Dennis maloney	4	08/03/2014	Dennis@maloneysbudgens.co.uk	7/3/2014	07894342253	Dennis@maloneysbudgens.co.uk
10	388	Westgarth		4 March	westgarthshop@yahoo.co.uk	3 March		westgarthshop@yahoo.co.uk
11	389	rob fairbanks	16	10th March	fairbanks1@ntlworld.com	9th March		fairbanks1@ntlworld.com
12	391	Kim Abbott		18.1.14	kimdaniel43@hotmail.com	17.1.14	07727238507	kimdaniel43@hotmail.com
13	392	Kathy Winrow	13	6/3/14		5/3/14		
14	393	Dexter	15?	8 march 14	alison.dexter@pearson.com	7 march 14	01162299241	alison.dexter@pearson.com
15	394	christine vine	17					
16	395	Paul Cripps	14	17-03-14	paul.cripps@rccutting.co.uk	16-03-14	07791004860	paul.cripps@rccutting.co.uk
17	401	Mr Tunney	3	16th March	jacqueline.tunney@blueyonder.co.uk	15th March	0208407076	jacqueline.tunney@blueyonder.co.uk
18	403	Johnston		11th March	nick_elaine@talktalk.net	10th March	07979949050	nick_elaine@talktalk.net
19	404	Joanne Thompson	1	17-03-14	Joannethompson1972@talktalk.net	16-03-14		Joannethompson1972@talktalk.net
20	406	carol watkins	2	12-03-14	caroljw@hotmail.co.uk	11-03-14		caroljw@hotmail.co.uk
21	407	Mr R G Raynor	12	14-3-2014	george.raynor@hotmail.co.uk	13-3-2014	07866721707	george.raynor@hotmail.co.uk
22	409	Louise Brennan	10	next day	louise@jbrennanassociates.co.uk	21/03/2014		louise@jbrennanassociates.co.uk
23	410	Simon Blades	5					
24	412	Linda vince	2	21/03/14	linda.vince@aol.co.uk	20/03/14	07917859300	linda.vince@aol.co.uk
25	417	Debbie Reeves	6	24th March 2014	debs.reeves@talktalk.net	23rd March 2014		debs.reeves@talktalk.net
26	420	Cool	1	27/4/2014	judycool97@gmail.com	26/3/2014	07427615663	judycool97@gmail.com
27	423	Gareth Haeney	14	31/3/14	haeney@outlook.com	30/3/14	07929822705	haeney@outlook.com
28	424	Toni Webb	11	26th March 2014	tw@thwhite.co.uk	25th March 2014		tw@thwhite.co.uk
29	425	Mr & Mrs K Blake	5	30th March 2014	ettieb@gmx.com	29th March 2014	Not applicable	ettieb@gmx.com
30	427	Sandra Bowling	11	29 March 2014	magicdogwalk2@Hotmail.com	27 March 2014	07859137071	magicdogwalk2@hotmail.com
31	428	Pauline hibbert	2	31st march	Prhib@aol.com	30th march		Prhib@aol.com
32	429	johannesen	2	30 march		28 march	07780650921	
33	432	Janet Green	16	26/03/14	jngreen@hotmail.co.uk	25/03/14		jngreen@hotmail.co.uk
34	434		5	27/3/2014		25/3/2014		
35	435	McCreaney	4	27/3/14	ymccreaney@googlemail.com	26/3/14	07827307063	ymccreaney@googlemail.com



36	436	Jones	11	27th March	Donna.jones37@ntlworld.com	26th March 2014	07966219469	Donna.jones37@ntlworld.com
37	438	David Gates	2	05*04/14		04/04/14		
38	439	Simon Carter	17	6th April 2014	spbcarter@yahoo.com	5th April 2014	07971 157 369	spbcarter@yahoo.com
39	442	Peter and Linda Miles	11	5/4/14	Petermiles1@gmail.com	3/4/14	07875680240	Petermiles1@gmail.com
40	445	Neill	6	April5	niloclien@hotmail.co.uk	April 3	0770 338 7110	niloclien@hotmail.co.uk
41	450	Roper	9	04/04/14	edward.roper1@ntlworld.com	03/04/14		edward.roper1@ntlworld.com
42	452	Paula Crickard	11?	31/04/2014	nicoleseneque@hotmail.com	30/04/2014		nicoleseneque@hotmail.com
43	455	Tracy Taylor-Pickford	14	Sat 19th April	tracytp@hotmail.co.uk	Friday 18th April	0797863739	tracytp@hotmail.co.uk
44	456	Mr & Mrs Beechey		20-04-14		19-04-14		
45	458	North	4	20.04.14	jimwtnorth@gmail.com	19.04.14		jimwtnorth@gmail.com
46	461	Susan Wall	4	16 April	sue.wall@uwclub.net	15 April		sue.wall@uwclub.net
47	462	jim macklin	15	18/04/2014	jim.macklin@virginmedia.com	17/04/2014	07798533957	jim.macklin@virginmedia.com
48	463	Iona Simmons	2	19th April 2014	ionasimmons@yahoo.co.uk	18th April 2014	07778182754	ionasimmons@yahoo.co.uk
49	465	Clarke		16/4/14		15/4/14		
50	468	Mr and Mrs Breckon	12	19/4/14	j.breckon@tesco.net	18/4/14		j.breckon@tesco.net
51	469	Murray						
52	473	Laura Stack	17	19.04.13	llbrampton@gmail.com	18.04.13	07812122860	llbrampton@gmail.com
53	474	Puertas	11	20/04/2014	renata.puertas@gmail.com	18/04/2014	07583667994	renata.puertas@gmail.com
54	475	Rob Ellis-Ball	1	15.4.14		13.4.14		
55	478	Mr & Mrs Paul & Natalie Brundle	Honeymoon Suite	20 Apr 14	paul.brundle10@gmail.com	19 Apr 14	07454570555	paul.brundle10@gmail.com
56	479	Mr Wright	Can't recal	17 Apr 14	videorum@hotmail.co.uk	16 Apr 14	07526645016	videorum@hotmail.co.uk
57	480	West	16	05/05/14	kmwest12@gmail.com	04/05/14	07793971793	kmwest12@gmail.com
58	481	Ruth teale	6	1 May	Ruthteale@wanadoo.fr	29 april	0685211993	Ruthteale@wanadoo. Fr
59	483	Dave Matthews	1	5 may	bigmasher41@yahoo.co.uk	4 may	07778982039	bigmasher41@yahoo.co.uk
60	484	Baynes	5	30 April 2014	patbaynes@btinternet.com	29 April 2014		patbaynes@btinternet.com
61	485	Mr Mrs R.G.Payne	?	28 April	paynenathan@hotmail.com	27 April	07710469683	paynenathan@hotmail.com
62	486	Maureen Stitson	16	Friday 2nd May	maureen.stits on@btinternet.com	Wednesday 30th April	07731686268	maureen.stits on@btinternet.com
63	487	Lesley Scott	8					
64	488	Karin Kilbey	17	5/5/14	jmkilbey96@hotmail.com	4/5/14		jmkilbey96@hotmail.com
65	491	Bickford		19th April	LorrieAB8@hotmail.com	17th April		LorrieAB8@hotmail.com
66	493	gadsby	12	12th May	jane@mml.ac	11th May	0794 129 4346	jane@mml.ac

67	494	Anna Tildesley	7	9th May	Anna@pactman.es	8th may	07511796699	Anna@pactman.es
68	495	Adrian Schouten	5	12 May 14	bazz@thepianogroup.com	11 May 14	07711672612	bazz@thepianogroup.com
69	496	Sarah Bonnett	2	9 May	sjbonnett@btinternet.com	8 May		sjbonnett@btinternet.com
70	497	Geraldine Mapley	Rothchild Suite	8 May 2014	ericmapley@yahoo.co.uk	6 May 2014	07565472360	ericmapley@yahoo.co.uk
71	501	Mary Roberts	14	5th May 2014		4th May 2014		
72	503	Chris scutt	16	17th May 14	Christopher.scutt1@btopenworld.com	16th May 14	07721514503	Christopher.scutt1@btopenworld.com
73	504	Colin evans	9		Colin.evans@solidapps.co.uk		07970262641	Colin.evans@solidapps.co.uk
74	505	Macey	17	19th May 2014	themaceys911@ntlworld.com	18th May 2014	07876270988	themaceys911@ntlworld.com
75	508	McCauley		12 May 2014	smccauley@live.co.uk	11 May 2014	07854297120	smccauley@live.co.uk
76	510	Lily Lou	Le Dix, Lafite, Amancanya, Duhart Milon, L'Evangile	28th May	lily.lou36@gmail.com	26th May	07971062656	lily.lou36@gmail.com
77	512	cr luetchford						
78	513	R Mandley		29 may	info@goatcompany.co.uk	28 May		
79	514	Kathryn Howcroft	9	25.05.14	kjarmstrong@hotmail.co.uk	25.05.14	07872931862	kjarmstrong@hotmail.co.uk
80	515	David White			magd1162@yahoo.co.uk			magd1162@yahoo.co.uk
81	516			29/5/14		28/5/14		
82	517	Mr. M. Nolan	5	29-05-14	michael.nolan6@btinternet.com	28-05-14		michael.nolan6@btinternet.com
83	520	Colin berghouse		28 may 2014	colinandkarin@btinternet.com	27 may 2014	07801349419	colinandkarin@btinternet.com
84	521	Graham Fleet			graf12003@gmail.com			
85	523	Dennis and Jenny Jones	14	1 July	jennifer.jones21@btopenworld.com	30 June		jennifer.jones21@btopenworld.com
86	525				Elizabethwalmsleyuk@yahoo. Co.uk			
87	526	ian hampshire	14		ianjhampshire@hotmail.com		07860383369	ianjhampshire@hotmail.com
88	527	Jaci Rankmore	7	27/06/14	rankmorej@aol.com	27/06/14		
89	528	Mrs Pepita Ramsdale	3	23 June 2014	p-ramsdale@hotmail.co.uk	22 June 2014	07881954665	p-ramsdale@hotmail.co.uk
90	529		11 and 12	july 1 st	cjordan@gmail.com	june 30 th		cjordan@gmail.com
91	530	Nicola Mitchell	9	26/6	Nic_mitchell@yahoo.co.uk	25/6		Nic_mitchell@yahoo.co.uk
92	531	Michelle Thorby	6	23/6/14	michellethorby@dmgevents.com	22/6/14	07843693811	michellethorby@dmgevents.com
93	532	M R Gabrielczyk						
94	533	John Albutt	No 14	27/06/14	john.albutt28@btinternet.com	26/0614	07711553096	john.albutt28@btinternet.com
95	535	Gabrielczyk	2	23/06/14	marekrg@gmail.com	22/06/14		marekrg@gmail.com

96	541	m. bell	6	4/9/14	kludd666@yahoo.co.uk	3/9/14		kludd666@yahoo.co.uk
97	543	Lisa muller	2	3rd sept	lfmuller@gmail.com	2nd sept	07961001858	lfmuller@gmail.com
98	545	Dr Kayleigh Fawcett	3	16/09/14	kayfawcett@hotmail.com	15/09/14	07920711288	kayfawcett@hotmail.com
99	550	Julian Stowell	1					
100	552	Sammy White		15th September	sammywhite1987@hotmail.co.uk	14th September	07821586409	sammywhite1987@hotmail.co.uk
101	553	Baz	7	17th September 2014	bm@omnise ns.com	16th September 2014		bm@omnise ns.com
102	554	Jane Bateman	12	21/09/2014	aggybat@googlemail.com	20/09/2014	07940916681	aggybat@googlemail.com
103	556	Neil Phillips		16 Sept	neilphillips@talk21.com	15 Sept 2014		
104	558	Leslie	5	26/09/2014	john.leslie@pilotus.co.uk	25/09/2014	07711433871	john.leslie@pilotus.co.uk
105	559	Aaron Chilton-Connor	15	22/09/14	aaron.chiltonconnor@gmail.com	21/09/14	07816789090	aaron.chiltonconnor@gmail.com
106	560	Lorraine Hedgecock	3	27th September 2014	lors1972@hotmail.co.uk	26th September 2014	07799507226	lors1972@hotmail.co.uk
107	565	Macey			themaceys911@ntlworld.com			themaceys911@ntlworld.com
108	566	Seaman	1	27.9	seaman15@gmail.com	26.9	441362693202	seaman15@gmail.com
109	568	KENNETT	48	6.10.14	avk@henryling.co.uk	5.10.14		
110	570	Mr & Mrs Clark	1	11.10.14	jpclark53@btinternet.com	10. 10 14	07934412607	jpclark53@btinternet.com
111	573	Andrew & Jo Ayling	Can't remember	8 Oct	aayling@uwc lub.net	7 Oct	07813 344756	
112	575	JULIE FOUNTAIN	9	17TH OCTOBER 2014	juliefountain77@btinternet.com	13TH OCTOBER 2014	07792124588	juliefountain77@btinternet.com
113	579	A R Hill	4	9. Oct 14	shirley.ben@btinternet.com	6 Oct 14	07530 623933	shirley.ben@btinternet.com
114	580	Ruth Teale	6	8/10/14	ruthteale@wanadoo.fr	6/10/14		ruthteale@wanadoo.fr
115	581	Mr Bell			t.bell@dhl.com			t.bell@dhl.com
116	583	C Ross		6/10/14	chris.ross@angliangroup.com	5/10/14		chris.ross@angliangroup.com
117	584	Mr & Mrs A Potts	17	8/10/14	pampotts47@hotmail.co.uk	5/10/14		pampotts47@hotmail.co.uk
118	586	Ian Porteous	suite	27 September 2014	irporteous@hotmail.com	26 September 2014	07890150854	irporteous@hotmail.com
119	587	Irene burnside	12	19 th	ireneburnside3@hotmail.com	16th oct		ireneburnside3@hotmail.com
120	588	Mr Mrs Nicholas McPherson	11?	15 October	namcpherson@hotmail.com	14 October	07860 914754	namcpherson@hotmail.com
121	590	povey		13 oct	poveyzzz@hotmail.co.uk	12 oct		poveyzzz@hotmail.co.uk
122	591	OKeefe	9	19th October	harrycobeans62@btinternet.com	18th October	07787447826	harrycobeans62@btinternet.com
123	594	T.A. Herbert	16	13/10/14	TerryHerbert@msn.com	12/10/14		TerryHerbert@msn.com
124	596	Dr & Mrs DS Goldser		16 October	sarahgoldser@me.com	15 October		sarahgoldser@me.com

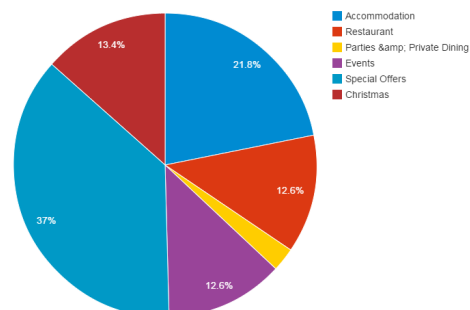
125	597	Ching Yee Ngan	3	19/10/2014	chingyee.ngan@yahoo.co.uk	18/10/2014		chingyee.ngan@yahoo.co.uk
126	599	Carla Francis	14	19 October	Carlafrancis68@hotmail.com	18 October	07721 585914	Carlafrancis68@hotmail.com
127	601	Angus Urquhart	15	19/10/2014	angus.urquhart@blueyonder.co.uk	18/10/2014	07770594702	angus.urquhart@blueyonder.co.uk
128	605	Mark Morgan	14	26th Oct	mark@772morgan.com	25th Oct		mark@772morgan.com
129	610	Anna Lincoln	32	23 October 2014	anna.lincoln@btinternet.com	22 October 2014	no signal at home	anna.lincoln@btinternet.com
130	612	Liz Malvisi	3	25 Oct 2014	lizmalvisi@yahoo.co.uk	24 Oct 2014	07951171531	lizmalvisi@yahoo.co.uk
131	613	Slingsby			richard@rslingsby.freeserve.co.uk			richard@rslingsby.freeserve.co.uk
132	614	Colin Baird	11	25th October	colinbaird@btinternet.com	24th October	07704510531	colinbaird@btinternet.com
133	615	Eve Jervis	5	26.10.14	w8jervis@tiscali.co.uk	25.10.14		
134	617	adam bennett	various	various	a.bennett@wham.co.uk	various	07967 367 021	a.bennett@wham.co.uk
135	618	Tessa Finch		27 October		26 October	Belgium	
136	620	Dian Katz ( Thomlinson)	11	27/10/2014	Dianj32@gmail.com	26/10/2014	07793891956	Dianj31@gmail.com
137	621	Wollen		30/11/14	geoff.wollen@ntlworld.com	29/11/14		geoff.wollen@ntlworld.com
138	625	Messenger	9	27.10.14	Nicola_ann_dinsey@hotmail.co.uk	26.10.14		Nicola_ann_dinsey@hotmail.co.uk
139	627	Backe-Hansen	2 outside suites	18 October 2014	kim.backehansen@bigpond.com	17 October 2014	07764680725 (daughter in London)	kim.backehansen@bigpond.com
140	628	Pamela Szwed	11 and 10?	17 November 14	Pamela.szwed@hotmail.co.uk	16 November 14	07750429297	Pamela.szwed@hotmail.co.uk
141	629	roberts	4	17/11/2014	roberts456117@btinternet.com	16/11/2014	+441323729 827	roberts456117@btinternet.com
142	631	Bateman	Coach house. Right at top of stairs	Nov 19 2014	graham.bateman@prestigious.co.uk	Nov 18 2014	07796 650327	graham.bateman@prestigious.co.uk
143	632	Gosmore. Mrs j	11	20th nov	J.gosmore@btinternet.com	18th nov	07721415586	J.gosmore@btinternet.com
144	633	Rebecca goss	We had all the new rooms	2 Nov 14	rebeccagoss@btinternet.com	31 Oct 14	97793652916	rebeccagoss@btinternet.com
145	634	mr r. gilbert	5	17/11/14	bob.gilbert@hotmail.co.uk	16/11/14		bob.gilbert@hotmail.co.uk
146	636	Keatley	16	5/12/14	Mrskeatley@live.co.uk	4/12/14	07875999232	Mrskeatley@live.co.uk
147	637	Stirling ward	1	1st. Dec	Janine.ward@btinternet.com	30th Nov	07887942484	Janine.ward@btinternet.com
148	638	Sheila Scott	8	02.12.14	sheilathescotties@gmail.com	30.11.14		sheilathescotties@gmail.com
149	640	Iona Simmons	2	06/12/04	ionasimmons@yahoo.co.uk	05/12/14	07778182754	ionasimmons@yahoo.co.uk
150	641	John Illidge	8	4/12/14	Dotjohni@talktalk.net	2/12/14		Dotjohni@talktalk.net
151	645	Mcdonald	1				07919404263	
152	646	Bryan Hatter	11	14 Dec 2014	bryan@hatterclan.co.uk	13 Dec 2014	01494673191	bryan@hatterclan.co.uk

153	648	Mrs C Roach	10	14 December 2014	christine.roach76@gmail.com	13 December 2014	01707326243	christine.roach76@gmail.com
154	649	Sally hannaway	12	8.12.2014	shannaway@sky.com	7.12.2014	07792000339	shannaway@sky.com
155	650	Alan Lord	3	11December 2014	alanlord@hotmail.co.uk	10 December 2014	07807003042	alanlord@hotmail.co.uk
156	651	Peta Jarney	5	8th December	petajarmey@hotmail.com	7th December	07986598107	petajarmey@hotmail.com
157	652	Eliot Wheeler	2	8th Dec 2014	ewheeler@beyond.co.uk	7th Dec 2014		ewheeler@beyond.co.uk
158	653	janet brown	16	12th dec	janetandjohn542@btinternet.com	10th		janetandjohn542@btinternet.com
159	654	Mr & Mrs Prince	11	13/12/14	yprince7@hotmail.com	11/12/14		yprince7@hotmail.com
160	657		14? Caro	14/12/14	mvmcr@btinternet.com	13/12/14		mvmcr@btinternet.com
161	658	Mrs Anne Hall	6	14 12 2014	anne.hall@v-wg.co.uk	13 12 2014		anne.hall@v-wg.co.uk
162	659	Weir	14	8 Dec 2014	geoff.weir@btinternet.com	4 Dec 2014		geoff.weir@btinternet.com
163	660	Gatley	12	Dec 15 2014		Dec 14 2014		
164	661	Sheila Wells	8	14/12/2014	sheilawells474@hotmail.com	13/12/2014		sheilawells474@hotmail.com
165	662	geoff jones		11.12.2014	geoffandlinda.j@gmail.com	10.12.2014		geoffandlinda.j@gmail.com
166	665	Philip Stoker	7	11/12/2014	philip.stoker@pfp.co.uk	10/12/2014	07792679322	philip.stoker@pfp.co.uk

#### Question 26: Would you like to receive any further information from The Five Arrows Hotel regarding?

Answers: Responses:

Accommodation	68 / 24.3%
Restaurant	37 / 13.2%
Parties & Private Dining	6 / 2.1%
Meeting	2 / 0.7%
Events	31 / 11.1%
Special Offers	105 / 37.5%
Christmas	31 / 11.1%
<b>TOTAL CLICKS</b>	280
<b>TOTAL RESPONSES</b>	280



#### Question 27: If you do not want us to publish your review online...

Answers: Responses:

... please select the box	91 / 100%
<b>TOTAL CLICKS</b>	91
<b>TOTAL RESPONSES</b>	91

