



Respondent details:

Fully completed? Yes

Date completed/last update: 08:22 22nd Nov 2013

RID 34

Why did you stay with us?

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

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
Careys Manor Hotel & SenSpa emails	
Advertisement	
www.careysmanor.com	
www.senspa.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	<input checked="" type="checkbox"/>
Magazine/newspaper article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip Advisor	
3rd Party Booking Engine (e.g booking.com, trivago)	
Other	

How did you make your reservation?

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

www.senspa.co.uk	
Other websites (e.g. booking.com, etc)	
Other	

Did you know that by booking directly via www.careysmanor.com or by phone, you get the best available rates and packages?

Answers:	Responses:
Yes	
No	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Careys Manor Hotel & SenSpa?				✓	

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Careys Manor Hotel & SenSpa in the future?					✓
recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues?					✓

How would you summarise your experience at Careys Manor Hotel & SenSpa?

Answer:
<p>A very mixed experience. My girlfriend has already spoken to the manager about this. In summary:</p> <ol style="list-style-type: none"> 1. Some staff were polite and extremely helpful, others were rude. An example was when my girlfriend asked for another room key. The conversation went like this: GF: "Could I have an extra room key please?" Staff 1: "Yes, that won't be a problem" GF: "OK, well could I have one then please?" Staff 1: "Yes, you can" GF: Baffled silence as staff member just stood there Staff 2: "She is waiting for your name and room number!" Staff 1: "I'm not a mind reader!" 2. Room was not what I would have expected for £248 per night. A cushion on the sofa has a large stain; the shower leaked onto the floor; the bathroom door had water damage from the leaky shower; paint was chipped off around the AC vent etc. When I mentioned the stain on the sofa to a staff member, they asked me whether it needed cleaning or replacing and asked me what I wanted to do about it! Your staff should not be asking me how to resolve these problems. They should just send someone out to deal with it. They should also not deal with it by just turning the cushion over!! 3. The quality of the breakfast was poor. The eggs were served with excessive amounts of water (poached and scrambled). The vegetarian sausages were burned and tasteless. 4. The food in the French restaurant lacked taste. The fish cakes were also burnt. 5. When we arrived, we had to wait about 20-30 minutes before we were able to check in. In the end, we waited in the bar. <p>It was not all bad. A number of staff members were extremely polite and helpful. Namely the barman on our first night (17th), the waiter in the restaurant (breakfast time), the hotel manager and the gentleman that took us to the train station.</p>

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly, welcoming and professional				✓	
The ambience, design and interior decoration appealed to me				✓	
The atmosphere was warm and friendly			✓		

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

Answer:
I should not expect to wait 20+ minutes to check in.

In regards to your bedroom/suite

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

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

Answer:
Answer not supplied

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Did you use the SenSpa?

Answers:	Responses:
Yes	
No	

Was there a reason why you chose not to dine with us?

Answer:
Answer not supplied

Was there a reason why you did not use the SenSpa?

Answer:
Answer not supplied

Where did you dine?

Answers:	Responses:
The Manor Restaurant	
The Zen Garden	✓
Le Blaireau	✓
Private Dining	
Function Room	

In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The food was excellent			✓		
The service was friendly & professional			✓		
The overall dining experience was exceptional				✓	

Do you have any other comments regarding your dining experience(s) with us?

Answer:
The food in the Zen Garden was great. The food at Le Blaireau was poor. The staff in both restaurants were polite and helpful.

Why did you visit the SenSpa?

Answers:	Responses:
Leisure facilities (pool, sauna & steam room)	
Hydrotherapy facilities	
Treatment	✓
Spa day	
Day package	

In regards to the SenSpa

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

Do you have any other comments regarding the SenSpa?

Answer:

Answer not supplied

For business

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

Do you have any other comments regarding Careys Manor Hotel & SenSpa as a business venue?

Answer:

Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Were polite and courteous at all times				✓	
Were attentive to my needs				✓	
Made me feel well looked after				✓	

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

Answer:

Answer not supplied

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave				✓	
The final account was accurate				✓	

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	✓

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

Answer:

Answer not supplied

Do you have any further comments?

Answer:

Answer not supplied

What is your gender?

Answers:	Responses:
Male	<input checked="" type="checkbox"/>
Female	<input type="checkbox"/>

Which of the following ranges includes your age?

Answers:	Responses:
Under 18	<input type="checkbox"/>
18-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>
35-44	<input checked="" type="checkbox"/>
45-54	<input type="checkbox"/>
55-64	<input type="checkbox"/>
65+	<input type="checkbox"/>

Would you like to receive any further information from Careys Manor Hotel & SenSpa regarding?

Answers:	Responses:
News & Events	<input type="checkbox"/>
Le Blaireau Bar & Bistro	<input type="checkbox"/>
Leisure Breaks	<input type="checkbox"/>
Spa Break	<input type="checkbox"/>
Spa Day	<input type="checkbox"/>
Weddings	<input type="checkbox"/>
Conferences	<input type="checkbox"/>
Christmas	<input type="checkbox"/>

Please complete the following (optional):

Answer:

Mike Bell

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

Answers:	Responses:
... please select the box	<input type="checkbox"/>