



Respondent details:

Fully completed? Yes

Date completed/last update: 17:59 12th Feb 2014

RID 1400

What was the reason for your stay?

| Answers: | Responses: |
|-------------------------------|---|
| Leisure | |
| Meeting or Event | |
| Weddings or Civil Partnership | |
| Private Celebration | |
| Other | <input checked="" type="checkbox"/> |
| Other Response | Work locally so stay with you regularly |

How did you hear about us?

| Answers: | Responses: |
|--|-------------------------------------|
| Visited previously | |
| Recommendation/Word of mouth | <input checked="" type="checkbox"/> |
| Magazine/newspaper article | |
| www.sopwellhouse.co.uk | |
| Sopwell House emails | |
| Internet searches (e.g. Google, Yahoo, etc.) | |
| Corporate booking | |
| Trip Advisor | |
| Social Media (e.g. Facebook, Twitter, etc) | |
| Sopwell House Sales Team | |
| Other website (e.g Booking.com) | |
| Other | |

How did you make your reservation?

| Answers: | Responses: |
|------------------------|-------------------------------------|
| Phoned direct | <input checked="" type="checkbox"/> |
| Emailed direct | <input checked="" type="checkbox"/> |
| www.sopwellhouse.co.uk | |

| | |
|------------------------------|--|
| Other website (e.g. Expedia) | |
| Agent | |
| Corporate booking | |
| Other | |

How would you rate

| | Excellent | Good | Fair | Poor | Very Poor |
|---|-----------|------|------|------|-----------|
| Your overall experience at Sopwell House? | ✓ | | | | |

How likely are you to

| | Definitely Yes | Yes | Maybe | No | Definitely Not | N/A |
|--|----------------|-----|-------|----|----------------|-----|
| Stay at Sopwell House in the future? | ✓ | | | | | |
| Recommend Sopwell House to your friends, family and/or colleagues? | ✓ | | | | | |

How would you summarise your experience at Sopwell House?

| |
|---|
| Answer: |
| I stay regularly and always feel very welcome. A very relaxing environment with fantastic staff ... |

When you arrived

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|--|----------------|-------|----------------------------|----------|-------------------|
| There was plenty of parking spaces and clear directional signage | ✓ | | | | |
| The welcome that you received was warm and friendly | ✓ | | | | |
| Your check-in was efficient and smooth | ✓ | | | | |

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

| |
|---|
| Answer: |
| All good ... especially now I am speed booking in and out |


In regards to your bedroom, suite or apartment

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|-----------------------------------|----------------|-------|----------------------------|----------|-------------------|
| The room was exceptionally clean | ✓ | | | | |
| The bed was extremely comfortable | ✓ | | | | |
| The room was well equipped | ✓ | | | | |


Do you have any other comments regarding your bedroom, suite or apartment? Please begin your comments with the room/suite/apartment number.

| |
|--|
| Answer: |
| as I stay some 2, 3 or 4 nights a week the odd upgrade would be nice :-) |


Did you order room service?

| | |
|----------|---|
| Answers: | Responses: |
| Yes |  |
| No | |


Did you have breakfast at Sopwell House?

| | |
|----------|---|
| Answers: | Responses: |
| Yes | |
| No |  |





Did you dine with us?

| | |
|----------|---|
| Answers: | Responses: |
| Yes |  |
| No | |

Did you use the leisure facilities?

| | |
|----------|---|
| Answers: | Responses: |
| Yes |  |
| No | |

Room Service

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|--|---|---|----------------------------|----------|-------------------|
| The menu had plenty of choice | |  | | | |
| The prices represented good value for money | |  | | | |
| The service was efficient and delivered with a smile |  | | | | |
| The quality of food was very good | |  | | | |

Do you have any other comments regarding room service at Sopwell House?

| |
|----------|
| Answer: |
| All good |

The breakfast experience

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|--|----------------|-------|----------------------------|----------|-------------------|
| The menu had plenty of choice | | | | | |
| The prices represented good value for money | | | | | |
| The service was efficient and delivered with a smile | | | | | |
| The quality of food was very good | | | | | |

Do you have any other comments regarding breakfast at Sopwell House?

| |
|---------------------|
| Answer: |
| Answer not supplied |

Where did you dine?

| Answers: | Responses: |
|---------------------|------------|
| The Restaurant | |
| The Brasserie | ✓ |
| The Cocktail Lounge | ✓ |
| The Conservatory | |

How would you rate

| | Excellent | Good | Fair | Poor | Very Poor |
|--|-----------|------|------|------|-----------|
| The quality of service | ✓ | | | | |
| The quality of the food | ✓ | | | | |
| The presentation of the food | ✓ | | | | |
| The atmosphere of your dining experience | ✓ | | | | |
| Value for money | ✓ | | | | |
| Your overall dining experience | ✓ | | | | |

Do you have any other comments regarding your dining experience at Sopwell House?

| |
|--|
| Answer: |
| Great service .. The staff are excellent |

For meetings or events

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|--|----------------|-------|----------------------------|----------|-------------------|
| The size and layout of the room worked well | | | | | |
| the AV system was easy to use/control | | | | | |
| We were able to access the internet easily | | | | | |
| refreshments were delivered as requested and on time | | | | | |
| All our meeting/event requirements were met | | | | | |

Do you have any other comments regarding Sopwell House as a venue for meetings or events?

| |
|---------------------|
| Answer: |
| Answer not supplied |

The leisure facilities

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------------------------|----------|-------------------|-----|
| The welcome that you received was warm and friendly | ✓ | | | | | |
| There was a good selection of spa treatments | | | | | | ✓ |
| The treatment was enjoyable and effective | | | | | | ✓ |
| The treatment prices offered good value for money | | | | | | ✓ |
| The gym had good level of equipment | ✓ | | | | | |
| The swimming pool was clean and well maintained | ✓ | | | | | |


Do you have any other comments regarding the leisure facilities at Sopwell House?

| |
|------------------------------------|
| Answer: |
| Great facilities on your door step |

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 and went the extra mile in providing assistance | ✓ | | | | |
| Were knowledgeable about the hotel | ✓ | | | | |
| Were knowledgeable about the local area | ✓ | | | | |

Did you experience any service issues?

| Answers: | Responses: |
|----------|---|
| Yes | |
| No |  |




If yes, can you please let us know what they were?

| Answer: |
|---------------------|
| Answer not supplied |


Were there any members of staff that you would like to acknowledge and if so why?

| Answer: |
|---|
| All of them ... especially the x3 days when I was ill ... everyone was so understandable ... thank you All your staff make me feel very welcome ... they can call me Andrew and not Mr. Groves :-) |

On departure

| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|--|-------|----------------------------|----------|-------------------|
| Your check-out was easy and straight forward |  | | | | |
| The final account was easy to understand and accurate |  | | | | |
| You were offered help with your bags and transport arrangements |  | | | | |

How did your experience with us compare with your expectations?

| Answers: | Responses: |
|------------|---|
| Exceeded |  |
| Met | |
| Fell Below | |


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

| Answer: |
|--|
| - being cheeky the odd upgrade would be nice - getting a room on the first floor is great 127 was a great room - looking forward to trying the new rooms out ... used to like 152 ... - have the same room most of the time when I stay is great |


Do you have any further comments?

| Answer: |
|--|
| The Sopwell is a great hotel with cracking staff ... |

What is your gender?

| Answers: | Responses: |
|----------|---|
| Male |  |
| Female | |


Please select your age range

| Answers: | Responses: |
|----------|---|
| Under 18 | |
| 18-24 | |
| 25-34 | |
| 35-44 | |
| 45-59 |  |
| 60+ | |


Please complete the following:

| Answer: |
|---------|
| Mr |

Would you like to receive any information and offers via email regarding?

| Answers: | Responses: |
|---|---|
| General | |
| Spa & Country Club | |
| Meetings & Events | |
| Leisure Breaks | |
| Golf |  |
| Dining | |
| Weddings | |
| Christmas | |
| Special occasions e.g Mother's Day, Valentine's Day etc | |

If you do not want us to publish your review online

| Answers: | Responses: |
|-----------------------|---|
| Please select the box |  |