



Respondent details:

Fully completed? Yes

Date completed/last update: 15:38 15th Dec 2013

RID 2024

What was the main reason for staying with us?

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

How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.staplefordpark.com	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Promotion with other company	<input type="checkbox"/>
Recommendation	<input checked="" type="checkbox"/>
Member	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Travel agent	<input type="checkbox"/>
Stapleford Park Emails	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you make your reservation?

Answers:	Responses:
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Called direct	
Emailed direct	
www.staplefordpark.com	
Other Website (e.g. bookings.com)	
Travel Agent	
Stapleford Park Sales Team	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Stapleford Park?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Stapleford Park in the future?	✓				
recommend Stapleford Park to your friends and/or colleagues?	✓				

How would you summarise your experience at Stapleford Park?

Answer:
a delight from beginning to end

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The reception staff were efficient and made my arrival easy	✓					
The reception staff were friendly and professional	✓					
The ambience, design and interior decoration appealed to me	✓					
The atmosphere was warm and friendly	✓					
The staff were professional, approachable and friendly	✓					
I felt very welcome	✓					

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

Answer:
Answer not supplied

In regards to your bedroom/suite/lodge

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
Everything I needed was easy to find	✓					
The selection of products provided in my bathroom were of excellent quality		✓				
The room felt safe and secure	✓					
The bed was extremely comfortable	✓					
I was able to work comfortably in the room						✓
I was able to access the Internet easily	✓					

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

Answer:
separate conditioner in addition to the shampoo would have been nice!

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Did you use the spa facilities?

Answers:	Responses:
Yes	✓
No	

Did you play golf?

Answers:	Responses:
Yes	
No	✓

Where did you dine?

Answers:	Responses:
Grinling Gibbons	✓
The 'Old Kitchen'	
Private Dining Room	
Grand Hall	
Pavilion	
Terrace	

Other	
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How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
The quality of the service	✓				
The quality of the food	✓				
The presentation of the food	✓				
The atmosphere of your dining experience	✓				
Your overall dining experience	✓				

Do you have any other comments regarding Stapleford Park as a dining venue?

Answer:
Answer not supplied

In regards to Stapleford Park as a business venue

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The size and layout of the meeting room worked well						
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)						
The AV system met our meeting requirements						
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 Stapleford Park as a business venue?

Answer:
Answer not supplied

Why did you visit The Spa at Stapleford Park?

Answers:	Responses:
General use of facility	
Treatment	✓
Spa break	
Treatment of the Month	
Technogym or Fitness Class	

In regards to The Spa at Stapleford Park

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

Do you have any other comments regarding The Spa at Stapleford Park?

Answer:
Answer not supplied

In regards to golf at Stapleford Park

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The golf staff were friendly and professional					
The golf facilities were of a high standard					
I really enjoyed my round of golf					

Do you have any other comments regarding golf at Stapleford Park?

Answer:
Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Were polite and courteous at all times	✓					
Were attentive to my needs	✓					
Made me feel very much 'at home'	✓					

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

Answer:
Caroline and Daisy at hotel reception. Really friendly and very helpful.

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Departure was easy and straight forward	✓					
The final account was easy to understand	✓					
Any errors were quickly resolved						✓

Did you pay the discretionary service charge?

Answers:	Responses:
Yes	
No	
Do Not Know/Recall	

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

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


Answer:
Answer not supplied

What is your gender?

Answers:	Responses:
Male	
Female	✓

Which of the following ranges includes your age?



Answers:	Responses:
Under 18	
18-24	

25-34	
35-44	
45-54	
55-64	
65+	

Please complete the following (optional):

Answer:
Helen Toeman

Would you like to receive any further information from Stapleford Park regarding?

Answers:	Responses:
Accommodation	
Dining	
Events	
Golf	
Membership	
Spa	
Business	
Weddings or Civil Partnership	
Business & Conferencing	
Christmas	
Special Offers	

If you do not want us to publish your review online (including Crisp White Sheets)...

Answers:	Responses:
... please select the box	