



#### Respondent details:

Fully completed? Yes

Date completed/last update: 18:54 6th Nov 2013

RID 219

#### What was the reason for your stay?

Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Meeting or Event	<input type="checkbox"/>
Weddings or Civil Partnership	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you hear about us?

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

#### How did you make your reservation?

Answers:	Responses:
Phoned direct	<input checked="" type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.sopwellhouse.co.uk	<input checked="" type="checkbox"/>
Other website (e.g. Expedia)	<input type="checkbox"/>

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:
Answer not supplied

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:
<p>Upon arrival at 4pm, our room was not ready for check-in. There was also a mix up with regards to the cost. We were made to stand for 30 minutes whilst this was unresolved at this point. We were not given instructions about use of the spa and told we could go to our room, which now was ready as we had had to wait for this period, and we would be called once it was sorted. We stayed in the room for 45minutes but thought as we had booked a spa package we would like to use the spa so went back to reception to see if the issue was sorted. After waiting again we were told it had. We paid for the booking in cash and gave a credit card for any extras. We then had to ask about the spa details as they were not offered up. We had drinks in the cocktail bar which we were able to sign for on the room, however at dinner we were told that we had to pay for the bottle of wine as we had no credit on the room. Yet again we had to return to reception to resolve this issue, which was again, through no fault of our own. Having wasted so much time I was glad to have booked a 2-night stay as this would have otherwise ruined the whole experience.</p>


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:
Answer not supplied


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:
Answer not supplied

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:
Answer not supplied

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:
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 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	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

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

Answer:
Please see details of check-in. However, there was very little apology or acknowledgement of the issues which were entirely the fault of Sopwell House.

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

Answer:
Answer not supplied

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final account was easy to understand and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You were offered help with your bags and transport arrangements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How did your experience with us compare with your expectations?

Answers:	Responses:
Exceeded	<input type="checkbox"/>
Met	<input checked="" type="checkbox"/>
Fell Below	<input type="checkbox"/>

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

Answer:
Acknowledgement of the wasted time on the day of check-in.


Do you have any further comments?

Answer:
A response would be appreciated.

What is your gender?

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


Please select your age range

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

Please complete the following:

Answer:
Ms

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	