



Respondent details:

Fully completed? Yes

Date completed/last update: 17:22 21st Mar 2014

RID 472

Why did you stay with us?

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

How did you make your reservation?

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

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:
I could not fault the staff, from the guy who helped us with our suitcase, Ray or Roy, to the head guy at the Thai restaurant. The young lady on reception was very helpful and friendly and made us feel relaxed. The rooms were a little dated, and our view from our window was the only poor thing of our stay. Evening meal was good with nice wine selection and the french restaurant looked good fun place to eat.

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:
The lady who phoned me regarding my booking and to double check my details, lovely telephone manner, again, so professional yet relaxed and friendly, not that often business get that right, but you have.

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:
There was a fair bit of dust about, esp on picture lights and above the bed, it was clean but not to a standard you would expect from such a hotel.

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 head waiter, or restaurant manager was so helpful, made sure we had everything and made great conversation, so even if i found the main dishes to rich, which is the same with all Thai restaurant, so no reflection on yours, the head guy more than made up for it, and we had a great time there.

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:

Poole area and changing rooms were clean and tidy

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	<input checked="" type="checkbox"/>				
Were attentive to my needs	<input checked="" type="checkbox"/>				
Made me feel well looked after	<input checked="" type="checkbox"/>				

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

Answer:
Could not fault them

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave		<input checked="" type="checkbox"/>			
The final account was accurate	<input checked="" type="checkbox"/>				

How did your experience with us meet with your expectations?

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

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

Answer:
The main bar in the manor house felt like an old peoples home lounge, i don't mean that discourteous but we could not sit in there, instead the French restaurant was fun looking, but closing as it was mid afternoon. The staff allowed my wife and i to purchase a couple of beers and sit out side and drink them. Despite the cold wind, it was still better than sitting in the manor house bar.

Do you have any further comments?


Answer:
Keep the French bar open all day, not serving food, but at least drinks.

What is your gender?




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

Female	
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Which of the following ranges includes your age?

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-54	
55-64	
65+	

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

Answers:	Responses:
News & Events	
Le Blaireau Bar & Bistro	
Leisure Breaks	
Spa Break	
Spa Day	
Weddings	
Conferences	
Christmas	

Please complete the following (optional):

Answer:
Michael Nother

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

Answers:	Responses:
... please select the box	