



Respondent details:

Fully completed? Yes

Date completed/last update: 12:08 10th Dec 2013

RID 794

Why did you stay with us?

Answers:	Responses:
Business	
Leisure	✓
Meetings	

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
The Capital emails	
Advertisement	
www.capitalhotel.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	✓
Other Response	Outlaws restaurant

How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	
www.capitalhotel.co.uk	✓
Other websites (e.g bookings.com)	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Capital?	✓				

How likely are you to...

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

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The reception staff were friendly, professional and made my arrival easy	✓					
The ambience, design and interior decoration appealed to me	✓					
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

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
The selection of products provided in my bathroom were of excellent quality		✓				
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?

Answer:
would like a card in the room, explaining a tea tray can be brought up to the room if required


Did you have a drink at the bar or dine with us?

Answers:	Responses:
Yes	✓
No	





Did you have breakfast with us?

Answers:	Responses:
Yes	
No	

Where did you dine?

Answers:	Responses:
Outlaw's at The Capital	
The Metro	
The Capital Bar	
Private Dining	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	N/A
The bar staff service						
The quality of the food						
The quality of service						
Your overall dining experience						

Do you have any other comments regarding your bar or dining experience at The Capital?

Answer:
fabulous food and service,knowledgable and socially skilled waiters with first hand experience of the dishes served.

For meetings

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The size and layout of the room worked well						
There was appropriate support material in the room (e.g. flip charts, pens, etc.)						
The AV system met our requirements						
We were able to access the internet easily						
Refreshments were delivered as requested						
Our meeting or event requirements were met						

Do you have any other comments regarding The Capital as a venue for meetings?

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 welcome		✓				

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

Answer:

After service at dinner being perfect/ breakfast was not to same standard. Training of foreign staff can be improved as order incorrectly taken because she did not repeat the order. Jams forgotten. for other guests tables not ready, orders not taken, tables left not cleared. staff would constantly walk up and down to kitchen to get one item only. [cleaning cloth] without taking a tray full from table with them. Muesli eggs and tea excellent. Staff, fruitsalad and cheeses need to be better if trying to be 5 star.

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						✓

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:

Porter on duty on friday later afternoon 6/12/13 was not to same standard as the ones on friday 6/12/13 around 2.30 pm and 7/12/13 am.
reception staff was excellent and fast both days.


Do you have any further comments?

Answer:


room 223 smells a bit old and musty, did not check what is was, carpet? towels do not smell really fresh either, I know because I used one as a pillow [because I prefer thinner pillows than hotels supply]

What is your gender?

Answers:	Responses:
Male	

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+	

Please complete the following (just in case we need to make contact):

Answer:
van schothorst

Would you like to receive any further information from The Capital regarding?

Answers:	Responses:
Accommodation	
Special Offers	
Restaurants & Bar	
Meetings & Private Dining	
Events & Master Classes	
The Levin Hotel	
Serviced Apartments	
Christmas	

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

Answers:	Responses:
... please select the box	