



Respondent details:

Fully completed? Yes

Date completed/last update: 12:58 5th Jun 2014

RID 1938

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

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:
Facilities good. Service sometimes poor. Spa fantastic.

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:
Complimentary juice on arrival was a nice touch


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:
Fantastic choice!

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:
<p>Lunch (mid afternoon) was particularly disappointing as we waited nearly an hour for service. Waiter was rude when we complained. We were then told we couldn't have scones before seeing one brought out for the table next to us. We were overcharged for food which we mentioned but the incorrect high price was still shown on the final bill charged to our room so we had to pay the extra.</p> <p>In the evening we were told to book at 9pm as it would be quiet and then were kept waiting for an extra 50 minutes for a table.</p> <p>All the waiting was very frustrating as I am pregnant and feel sick if I don't eat every couple of hours. The waiting staff seemed annoyed whenever we asked for service.</p>

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:
The therapists were incredible, really recommend the treatments (I had facial and massage)

#### 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	

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:
I wish I could remember the name of my beauty therapist, she was fantastic

On departure

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

How did your experience with us compare 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:
Answer not supplied

Do you have any further comments?


Answer:
Answer not supplied

What is your gender?

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

Please select your age range

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

Please complete the following (if you would also like to receive a response if appropriate):

Answer:
Mrs

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	