



Respondent details:

Fully completed? Yes

Date completed/last update: 12:55 2nd Apr 2014

RID 3620

Primary purpose of visit?


Answers:	Responses:
Corporate	
Leisure	✓
Meeting/Conference	
Golf	
Wedding	
Spa	
Other	

How did you hear about us?


Answers:	Responses:
Stayed previously	✓
Word of mouth	
Advertisement	
www.rockliffehall.com	
Travel Agent	
Recommendation	
Member	
Magazine Article	
Internet search	
Organisation booked	
Trip advisor	
3rd Party Travel Website	
Social Media	
Rockliffe Hall emails	
Other	

How did you make your reservation?

Answers:	Responses:
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Direct via telephone	
Direct via website (www.rockliffe.com)	
3rd Party Website (Late rooms, etc)	
Direct via email	
3rd Party Agent	
Other	

How would you rate the reservation process?

Answers:	Responses:
Excellent	
Good	
Fair	
Poor	



Do you have any other comments regarding the reservation process?

Answer:
Answer not supplied

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Rockliffe Hall?					




How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Rockliffe Hall in the future?					
recommend Rockliffe Hall to your friends and/or colleagues?					

How would you summarise your experience at Rockliffe Hall?

Answer:
Very pleasant but found the service a little penny pinching

How would you rate the following in regards to your arrival?

	Excellent	Good	Fair	Poor
Welcome				
Reception				
Concierge				

Do you have any other comments regarding your arrival experience?

Answer:

Answer not supplied

How would you rate the following in regards to your room?

	Excellent	Good	Fair	Poor
Comfort	✓			
Facilities			✓	
Cleanliness	✓			

Do you have any other comments regarding your room?

Answer:

Light switch next to bed was not working and when ready to fall asleep had to get out of bed and go to the door and likewise when we woke up in the morning

During your stay, did you make use of one or more of the...?

	Yes	No
Restaurants and Bars		✓
Spa and Leisure Facilities	✓	
Golf Course and Academy		✓

How would you rate the following in regards to the restaurants and bars?

	Excellent	Good	Fair	Poor
Breakfast				
Cocktail Bar & Drawing Room				
The Orangery				
Brasserie				
Clubhouse				
Room Service				
Overall Food				
Overall Service				
Overall Experience				

Do you have any other comments regarding the restaurants and bars?

Answer:

Answer not supplied

How would you rate the following in regards to your spa experience?

	Excellent	Good	Fair	Poor
Welcome		✓		
Facilities	✓			
Treatments	✓			
Service		✓		

Do you have any other comments regarding your spa experience?

Answer:
feel as a hotel guest arriving at 10pm I should not have been charged to use the spa at 11am check out time. My wife had a treatment and I would have had one too but no slots were available. I think this left a bad taste of penny pinching

How would you rate the following in regards to your golf experience?

	Excellent	Good	Fair	Poor
Course				
Clubhouse Facilities				
Pro Shop				
Service				

Do you have any other comments regarding your golf experience?

Answer:
Answer not supplied

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	✓
Fell Below	

What was the best part of your stay?

Answer:
Good nights sleep and excellent relaxing spa

What could we do better?

Answer:
Not be penny pinching and repair light switch by the bed

Is there a member of the team who exceeded your expectations? If so, please state their name(s).

Answer:
Answer not supplied

Please complete the following (optional)

Answer:
Aron Sandler

Would you like to receive any further information from Rockliffe Hall regarding?

Answers:	Responses:
Accommodation	
Memberships	
Dining	
Weddings	
Events	
Business & Conferencing	
Spa	
Christmas	
Golf	

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

Answers:	Responses:
... please select the box	