



Report Summary - 8th April 2015 - 13th April 2015

Survey: Hotel Maiyango Guest Experience Survey

Status: **Launched**

Total Responses: 104

Created Time/Date: 05:24 4th Oct 2014

Filtered Responses: 2

Modified Time/Date: 12:22 18th Feb 2015

Responses Excluded: 102

Question 1: Why did you stay with us?

Answers: Responses:

Leisure 1 / 50%

Business/Meeting 0 / 0%

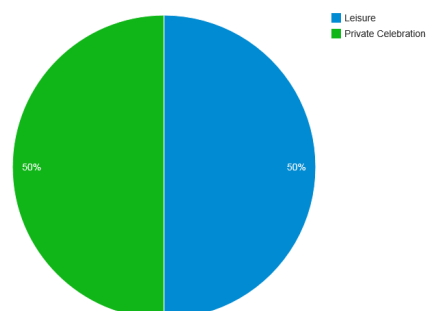
Wedding or Civil Partnership 0 / 0%

Private Celebration 1 / 50%

Other 0 / 0%

TOTAL CLICKS 2

TOTAL RESPONSES 2



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously 1 / 33.3%

Recommendation/Word of mouth 1 / 33.3%

Hotel Maiyango emails 0 / 0%

Advertisement 0 / 0%

www.maiyango.com 1 / 33.3%

Internet searches (e.g. Google, Yahoo, etc.) 0 / 0%

Magazine/newspaper article 0 / 0%

Organisation booked 0 / 0%

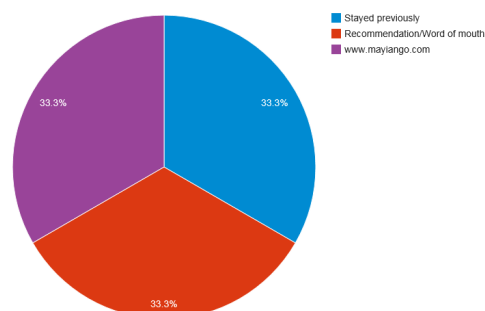
Social Media (e.g. Facebook, Twitter, etc) 0 / 0%

Trip Advisor 0 / 0%

Other 0 / 0%

TOTAL CLICKS 3

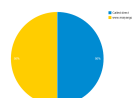
TOTAL RESPONSES 3



Question 3: How did you make your reservation?

Answers: Responses:

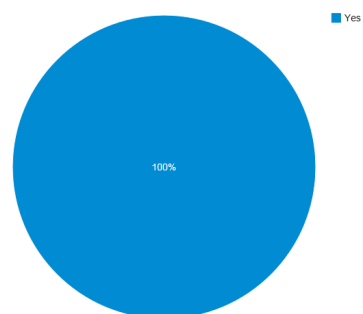
Called direct 1 / 50%



Emailed direct	0 / 0%
www.maiyango.com	1 / 50%
Other Websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	2
TOTAL RESPONSES	2

Question 4: Was the reservation process clear and simple?

Answers:	Responses:
Yes	2 / 100%
No	0 / 0%
TOTAL CLICKS	2
TOTAL RESPONSES	2



Question 5: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Hotel Maiyango?	0 / 0%	2 / 100%	0 / 0%	0 / 0%	0 / 0%	2	0

Question 6: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Hotel Maiyango in the future?	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0
recommend Hotel Maiyango to your friends and/or colleagues?	1 / 50%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	2	0

Question 7: How would you summarise your experience at Hotel Maiyango?

Result Set:	Response ID:	Answers:
1	111	lovely rooms with a central location
2	112	Great service, the food is great. We had the bigger room which is a decent size. Overall good really apart from the wi-fi was a bit temperamental.
TOTAL RESPONSES		
2		

Question 8: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
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The staff were friendly, welcoming and professional	2 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	2	0
The ambience, design and interior decoration appealed to me	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0
The atmosphere was warm and friendly	0 / 0%	2 / 100%	0 / 0%	0 / 0%	0 / 0%	2	0

Question 9: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1 111 Gentleman at check in was professional friendly and approachable. I had ordered some extras on to our stay which we had to wait for but were provided at per request.
Had to call to request two sets of towels and bathrobes etc - this should have been provided from the start, it's a double room.

TOTAL RESPONSES

1

Question 10: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0
There was a good selection of products in my bathroom	1 / 50%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	2	0
The room was cleaned to a high standard	2 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	2	0

Question 11: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

Result Set: Response ID: Answers:

1 111 very noisy in the mornings due to fan in the kitchen, we had requested a quieter room due to comments suggesting that the hotel can be noisy above the street.

TOTAL RESPONSES

1

Question 12: Did you dine with us?

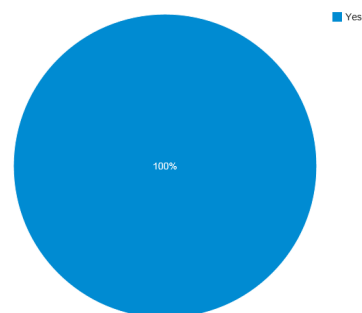
Answers: Responses:

Yes 2 / 100%

No 0 / 0%

TOTAL CLICKS 2

TOTAL RESPONSES 2



Question 13: Where did you dine?

Answers: Responses:



Restaurant	2 / 100%
Private Dining	0 / 0%
Wedding	0 / 0%
TOTAL CLICKS	2
TOTAL RESPONSES	2

Question 14: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	0 / 0%	2 / 100%	0 / 0%	0 / 0%	0 / 0%	2	0
The service was friendly & professional	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0
The overall dining experience was exceptional	0 / 0%	1 / 50%	1 / 50%	0 / 0%	0 / 0%	2	0

Question 15: Do you have any other comments regarding Hotel Maiyango as a dining venue?

Result Set: Response ID: Answers:

1 111 lovely atmosphere and decor - this would make us return. A little over priced, many dishes carry supplements and the cocktails are expensive. I really am someone who doesn't mind paying for quality and service but this was a little expensive. I would have happily stayed on for a drink afterwards had the cocktails been a little lighter in price.

TOTAL RESPONSES

1

Question 16: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Refreshments were delivered as requested	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 17: Do you have any other comments regarding Hotel Maiyango as a business venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 18: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	1 / 50%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	2	0

Were attentive to my needs	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0
Made me feel well looked after	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	2	0

Question 19: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1 111 The gentleman at check in was helpful. Being shown to the room on check in was brilliant.

TOTAL RESPONSES

1

Question 20: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
Departure was easy and straight forward	1 / 50%	0 / 0%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	2	0
The final account was accurate	1 / 50%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	2	0
The final account was easy to understand	1 / 50%	1 / 50%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	2	0

Question 21: How did your experience with us meet with your expectations?

Answers: Responses:

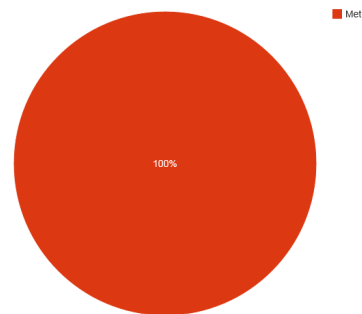
Exceeded 0 / 0%

Met 2 / 100%

Fell Below 0 / 0%

TOTAL CLICKS 2

TOTAL RESPONSES 2



Question 22: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 111 two bottles of water in the room, two sets of towels and robes etc, not having to wait for extras ordered for quite so long. petit fours ordered were expensive for what they were and lost it's touch after having to wait for these for so long - my mistake as I am aware the wait may have been because they were being made as they couldn't be supplied sooner unless check in time was specified.

TOTAL RESPONSES

1

Question 23: Do you have any further comments?

Result Set: Response ID: Answers:

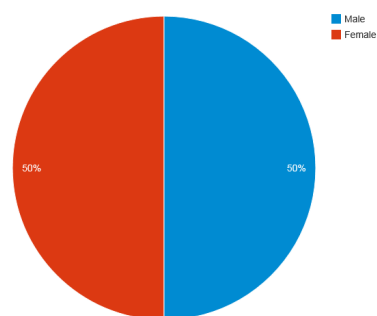
1 111 would definitely stay again. restaurant only if part of a stay and dine package - a little overpriced and pretentious. This is feedback shared by a number of friends in Leicester also but we thought we'd give it a go and were happy with the restaurant but not wowed.

TOTAL RESPONSES

1

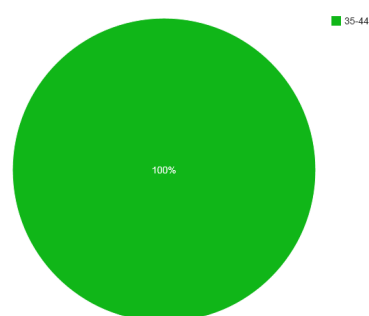
Question 24: What is your gender?

Answers:	Responses:
Male	1 / 50%
Female	1 / 50%
TOTAL CLICKS	2
TOTAL RESPONSES	2



Question 25: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	0 / 0%
35-44	2 / 100%
45-54	0 / 0%
55-64	0 / 0%
65+	0 / 0%
TOTAL CLICKS	2
TOTAL RESPONSES	2



Question 26: Would you like to receive any further information from Hotel Maiyango regarding?

Answers:	Responses:
Sleeping	0 / 0%
Eating	0 / 0%
Drinking	0 / 0%
Celebrating	0 / 0%
Meeting	0 / 0%
Christmas	0 / 0%
TOTAL CLICKS	0
TOTAL RESPONSES	0

Question 27: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	112	Danny Bowles	9	14/4/2015	dannybowles@rocketmail.com

Question 28: If you do not want us to publish your review online...

Answers:	Responses:
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... please select the box	0 / 0%
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TOTAL CLICKS	0
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TOTAL RESPONSES	0
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