



Respondent details:

Fully completed? Yes

Date completed/last update: 16:16 19th Mar 2014

RID 453

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 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 checked="" 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 checked="" type="checkbox"/>
Emailed direct	<input 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:
We thought the staff were fantastic and the food in the restaurant was top notch. The Spa was delightful . We felt that the decor generally in the manor house was rather tired and soulless . We felt the same about the corridors where our room was located. The carpets didn't smell very clean or fresh. Despite being warned that the water for our bath would be scalding hot this wasn't the case.

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 I to whom I spoke when making the booking was very helpful. On arrival in Reception the young woman there was charming too.

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed	<input checked="" type="checkbox"/>				
There was a good selection of products in my bathroom	<input checked="" type="checkbox"/>				
The room was cleaned to a high standard	<input checked="" type="checkbox"/>				

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

Answer:
Room 43. It was nice having a sofa in the room to relax.

Did you dine with us?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	

Did you use the SenSpa?

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

We were disappointed with the breakfast. It would have been nice if the New Forest breakfast had been freshly cooked.

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:

We both had lovely massages.

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:
Answer not supplied

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	
Fell Below	<input checked="" type="checkbox"/>

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:
I can't emphasise enough how exceptionally good the staff were.

What is your gender?

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

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:
Jane and John Theakston

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

Answers:	Responses:
... please select the box	