

Respondent details:

Fully completed? Yes

Date completed/last update: 13:30 11th Jun 2013

RID 65

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation	
Word of mouth	
Advertisement/magazine article	
Internet searches (e.g. Google, Yahoo, etc.)	✓
Trip advisor	
Organisation booked	
Social Media	
www.hotelx.co.uk	
Other (please specify)	✓
Other Response	Expedia

Why did you stay with us?

Answers:	Responses:
Leisure	✓
Business	
Wedding or Civil Partnership	
Private Celebrations	
Other (please specify)	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Hotel X?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Hotel X in the future?		✓			
recommend Hotel X 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 efficient and made my arrival easy		✓				
The reception staff were friendly 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?

Answer:
Answer not supplied

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
Everything I needed was easy to find		✓				
The selection of products provided in my bathroom were of excellent quality		✓				
The room was cleaned to a high standard		✓				
The room felt safe and secure		✓				
The bed was extremely comfortable					✓	
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/suite?

Answer:
didnt like the double bed, will book a twin room next time

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Where did you dine?

Answers:	Responses:
Restaurant A	
Restaurant B	
The Garden	
Private Dining	
Function Room	
Wedding	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
The quality of the food	✓				
The presentation of the food	✓				
The atmosphere of your dining experience	✓				
Your overall dining experience	✓				

Do you have any other comments regarding Hotel X as a dining venue?

Answer:
food and presentation very good.

As a conference and events venue

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

Do you have any other comments regarding Hotel X as a conference or events venue?

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 very much 'at home'		✓				


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	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:
Answer not supplied

Do you have any further comments?

Answer:
Answer not supplied

It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

Answer:

Answer not supplied

What is your gender?

Answers:	Responses:
Male	
Female	

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 (optional):

Answer:
Answer not supplied

Would you like to receive any further information from Hotel X regarding?

Answers:	Responses:
Accommodation	
Dining	
Business & Conferencing	
Events	
Weddings	

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

Answers:	Responses:
... please select the box	