



Respondent details:

Fully completed? Yes

Date completed/last update: 17:53 12th Aug 2014

RID 1156

Why did you stay with us?


Answers:	Responses:
Leisure	
Business/Meeting	
Wedding or Civil Partnership	
Spa Break	
Private Celebration	<input checked="" type="checkbox"/>
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
Careys Manor Hotel & SenSpa emails	
Advertisement	
www.careysmanor.com	
www.senspa.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip Advisor	
3rd Party Booking Engine (e.g booking.com, trivago)	
Other	<input checked="" type="checkbox"/>
Other Response	Been to the spa previously

How did you make your reservation?


Answers:	Responses:
Called direct	
Emailed direct	

www.careysmanor.com	
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:
On arrival we were greeted by a very nice gentleman and check in was quick and easy. We were shown to our room and informed of what we should expect from our stay. We booked in for an evening session in the spa which was great. We had dinner in the manor restaurant and the food was brilliant as well as the service. Our room was very nice and clean. The only thing that we could criticise was the breakfast, it was terrible. It was such a shock compared to the dinner the night before, the hash brown could not have been more solid, the scrambled egg and bacon was very over cooked and the sausage was not nice either. We didn't say anything as we had such a nice time and didn't want to put a downer on anything. That is the only feedback I have, everything else was exceptional.

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:
Greeted as we drove into the manor, excellent customer service, felt welcomed from the minute we got out the car.

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed	✓				
There was a good selection of products in my bathroom	✓				
The room was cleaned to a high standard	✓				

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

Answer:
Room 36 - nice room, very clean and spacious

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Did you use the SenSpa?

Answers:	Responses:
Yes	✓
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	✓
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:

Excellent evening meal in the manor restaurant, staff very attentive and chatty which is refreshing!

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:

Great facilities - kept in exceptional condition as always

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:
The gentleman on arrival - I cannot remember his name but he is from ferndown (after a conversation I had with him). He was so welcoming, polite and knowledgeable. He made us feel excited about our stay and that we were valued visitors to the manor. Also a young man in the manor restaurant in the evening, he was very attentive and chatty which was really nice and refreshing rather than just bringing us food and drink.

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	<input checked="" type="checkbox"/>
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:
Taking a look at the breakfast as it was at such a low standard compared to the dinner and the rest of our stay.

What is your gender?




Answers:	Responses:
Male	

Female	
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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:
Hannah Ramsden

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

Answers:	Responses:
... please select the box	