



Respondent details:

Fully completed? Yes

Date completed/last update: 07:10 18th Jun 2013

RID 2

Why did you stay with us?

Answers:	Responses:
Leisure	
Business/meeting	✓
Wedding or Civil Partnership	
Private Celebration	
Event	
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	✓
Recommendation/Word of mouth	
Colwick Hall emails	
Advertisement	
www.colwickhallhotel.com	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip Advisor	
Other	

How did you make your reservation?

Answers:	Responses:
Called direct	✓
Emailed direct	
www.colwickhallhotel.com	
Other Websites (e.g. booking.com, etc)	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Colwick Hall?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
visit Colwick Hall in the future?	✓				
recommend Colwick Hall to your friends and/or colleagues?	✓				

How would you summarise your experience at Colwick Hall?

Answer:
Answer not supplied

Prior to the event

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
It was easy to book					
My event contact was helpful and knowledgeable					
Information received was easy to understand					
Information requested was received in a timely manner					

Do you have any other comments regarding your experience prior to your event?

Answer:
Answer not supplied

During your event, how would you rate

	Excellent	Good	Neither Good nor Bad	Poor	Very Poor
The quality of service					
The quality of the food					
The selection of beverages					
The meeting/function room					
The hotel and facilities					
Your overall event experience					

Do you have any other comments regarding your experience during your event?

Answer:
Answer not supplied

Did you also stay overnight at Colwick House?

Answers:	Responses:
Yes	
No	

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:
As always, wonderful staff and environment which made me feel very welcome!

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was luxurious 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:
Must have stayed in every room by now - each one is excellent.

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Where did you dine?

Answers:	Responses:
Georgetown Restaurant	✓
Private Dining	
Wedding or Civil Ceremony	
Event	

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 Colwick Hall as a dining venue?

Answer:
Bring back the mee goreng and the little top hat amuse-bouche. Singapore Slings are excellent.

For business/meetings

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
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 Colwick Hall 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	✓				
Were attentive to my needs	✓				
Made me feel well looked after	✓				

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

Answer:
All excellent!

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	<input checked="" type="checkbox"/>
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:
See you next week!

What is your gender?

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

Which of the following ranges includes your age?

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	<input checked="" type="checkbox"/>
45-54	
55-64	
65+	

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

Answers:	Responses:
Exclusive Offers	<input checked="" type="checkbox"/>
Rooms	<input checked="" type="checkbox"/>
Conferences	
Restaurant	
Weddings	

What's on	
Functions	
Christmas	

Please complete the following (optional):

Answer:
Dan Harman

Please complete the following (optional):

Answer:
Answer not supplied

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

Answers:	Responses:
... please select the box	