



#### Respondent details:

Fully completed? Yes

Date completed/last update: 11:23 27th Dec 2013

RID 820

#### Why did you stay with us?

Answers:	Responses:
Business	
Leisure	✓
Meetings	

#### How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
The Capital emails	
Advertisement	
www.capitalhotel.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	✓
Other Response	Have dined at The Capital for more years than I care to remember

#### How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	
www.capitalhotel.co.uk	
Other websites (e.g bookings.com)	✓
Other Response	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Capital?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at The Capital in the future?	✓				
recommend The Capital 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 friendly, professional and made my arrival easy	✓					
The ambience, design and interior decoration appealed to me		✓				
I felt very welcome	✓					

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

Answer:

All my requests eg Box of Chocolates in my daughter's room, pillows and blankets, restaurant reservation etc were carried out with great care and I felt that nothing was too much trouble for your staff. We were welcomed by everyone including the housekeeping staff who were going about there duties.

In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The design was appealing to my taste		✓				
The selection of products provided in my bathroom were of excellent quality	✓					
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?


Answer:

It was charming but we could hear all the conversation in the room next to ours because of an internal door between the two rooms. This did not prove to be a problem for us as the occupants were a family.


Did you have a drink at the bar or dine with us?

Answers:


Responses:

Yes	
No	





Did you have breakfast with us?

Answers:	Responses:
Yes	
No	

Where did you dine?

Answers:	Responses:
Outlaw's at The Capital	
The Metro	
The Capital Bar	
Private Dining	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	N/A
The bar staff service						
The quality of the food						
The quality of service						
Your overall dining experience						

Do you have any other comments regarding your bar or dining experience at The Capital?

Answer:
Please could Mr. Outlaw provide a larger jacket for his front of house/head waiter. A delightful young man and whilst we do realise that Outlaw's has a more relaxed atmosphere than previous he really did deserve to look smarter. Just a very small point but he carried out his work to a very high standard and the food was superb.

For meetings

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

Do you have any other comments regarding The Capital as a venue for meetings?

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 welcome	✓					

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

Answer:
I cannot single out any member of staff as from the doorman to the manager they were all people I would be proud to employ. Perhaps a special mention should go to Ms DeSouza, my apologies if this name is incorrect but the lady who purchased the Chocolates for my daughter and dealt with my reservation. She was terrific.

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:
Nothing. I have stayed in many of the extremely expensive hotels in London and your modestly priced establishment beat the others hands down. You have a little gem.


Do you have any further comments?

Answer:
Thank goodness for a room in which every switch etc is not controlled by computer. I loved the slightly low tec approach.

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 (just in case we need to make contact):\*

Answer:
Mrs Diana Chick

Would you like to receive any further information from The Capital regarding?

Answers:	Responses:
Accommodation	
Special Offers	
Restaurants & Bar	
Meetings & Private Dining	
Events & Master Classes	
The Levin Hotel	
Serviced Apartments	
Christmas	

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

Answers:	Responses:
... please select the box	