



Respondent details:

Fully completed? Yes

Date completed/last update: 06:14 13th Feb 2014

RID 1404

What was the reason for your stay?

Answers:	Responses:
Leisure	
Meeting or Event	
Weddings or Civil Partnership	✓
Private Celebration	
Other	

How did you hear about us?

Answers:	Responses:
Visited previously	✓
Recommendation/Word of mouth	
Magazine/newspaper article	
www.sopwellhouse.co.uk	
Sopwell House emails	
Internet searches (e.g. Google, Yahoo, etc.)	
Corporate booking	
Trip Advisor	
Social Media (e.g. Facebook, Twitter, etc)	
Sopwell House Sales Team	
Other website (e.g Booking.com)	
Other	

How did you make your reservation?

Answers:	Responses:
Phoned direct	
Emailed direct	
www.sopwellhouse.co.uk	
Other website (e.g. Expedia)	✓
Other Response	

Agent	
Corporate booking	
Other	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
Your overall experience at Sopwell House?			✓		

How likely are you to

	Definitely Yes	Yes	Maybe	No	Definitely Not	N/A
Stay at Sopwell House in the future?			✓			
Recommend Sopwell House to your friends, family and/or colleagues?			✓			

How would you summarise your experience at Sopwell House?

Answer:
Please read the e-mailed complaint I've already sent. Still no reply from anyone!!

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was plenty of parking spaces and clear directional signage		✓			
The welcome that you received was warm and friendly		✓			
Your check-in was efficient and smooth				✓	

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

Answer:
See e-mail.

In regards to your bedroom, suite or apartment


	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was exceptionally clean		✓			
The bed was extremely comfortable		✓			
The room was well equipped		✓			

Do you have any other comments regarding your bedroom, suite or apartment? Please begin your comments with the room/suite/apartment number.


Answer:

Answer not supplied


Did you order room service?

Answers:	Responses:
Yes	
No	


Did you have breakfast at Sopwell House?

Answers:	Responses:
Yes	
No	

Did you dine with us?

Answers:	Responses:
Yes	
No	

Did you use the leisure facilities?

Answers:	Responses:
Yes	
No	

Room Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice					
The prices represented good value for money					
The service was efficient and delivered with a smile					
The quality of food was very good					

Do you have any other comments regarding room service at Sopwell House?

Answer:
Answer not supplied

The breakfast experience

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The menu had plenty of choice		✓			
The prices represented good value for money		✓			
The service was efficient and delivered with a smile		✓			
The quality of food was very good		✓			

Do you have any other comments regarding breakfast at Sopwell House?

Answer:
Answer not supplied

Where did you dine?

Answers:	Responses:
The Restaurant	
The Brasserie	
The Cocktail Lounge	
The Conservatory	

How would you rate

	Excellent	Good	Fair	Poor	Very Poor
The quality of service					
The quality of the food					
The presentation of the food					
The atmosphere of your dining experience					
Value for money					
Your overall dining experience					

Do you have any other comments regarding your dining experience at Sopwell House?

Answer:
Answer not supplied

For meetings or events

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The size and layout of the room worked well					
the AV system was easy to use/control					
We were able to access the internet easily					
refreshments were delivered as requested and on time					
All our meeting/event requirements were met					

Do you have any other comments regarding Sopwell House as a venue for meetings or events?

Answer:
Answer not supplied

The leisure facilities

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
The welcome that you received was warm and friendly						
There was a good selection of spa treatments						
The treatment was enjoyable and effective						
The treatment prices offered good value for money						
The gym had good level of equipment						
The swimming pool was clean and well maintained						

Do you have any other comments regarding the leisure facilities at Sopwell House?

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 and went the extra mile in providing assistance			✓		
Were knowledgeable about the hotel		✓			
Were knowledgeable about the local area		✓			

Did you experience any service issues?

Answers:	Responses:
Yes	
No	

If yes, can you please let us know what they were?

Answer:
See e-mail.

Were there any members of staff that you would like to acknowledge and if so why?

Answer:
Answer not supplied

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward	<input checked="" type="checkbox"/>				
The final account was easy to understand and accurate	<input checked="" type="checkbox"/>				
You were offered help with your bags and transport arrangements				<input checked="" type="checkbox"/>	

How did your experience with us compare 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:
See e-mail.

Do you have any further comments?

Answer:
I e-mailed my complaint on Monday. It is now Thursday and have not received a response. We are regular visitors to Sopwell House but I think we may need to reconsider this in future.

What is your gender?

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

Please select your age range

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-59	<input checked="" type="checkbox"/>
60+	

Please complete the following:

Answer:
Mrs

Would you like to receive any information and offers via email regarding?

Answers:	Responses:
General	
Spa & Country Club	
Meetings & Events	
Leisure Breaks	
Golf	
Dining	
Weddings	
Christmas	
Special occasions e.g Mother's Day, Valentine's Day etc	

If you do not want us to publish your review online

Answers:	Responses:
Please select the box	