



Respondent details:

Fully completed? Yes

Date completed/last update: 08:32 3rd May 2014

RID 566

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)	<input checked="" type="checkbox"/>
Other	

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:
Being in the trade, I tried to book directly to get your best deal and was quoted £265 for room only - then found it on Booking.com at £165 - I then phoned your hotel again knowing that you pay commission and was told to book it with Booking.com - this is just giving money to Booking.com which is crazy!! The windows of the room 40 were dirty and had birds mess on them. This said, what a lovely hotel you have and great staff, we had a great time - thank you and your team..

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:
Answer not supplied

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:
Windows dirty

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:

The food was poor, we were expecting a very high standard considering the price, The restaurant itself was very nice!

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:

Answer not supplied

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:
Answer not supplied

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:
The booking process could have been better - phones answered quicker and a better deal by booking direct with you - stops commission to booking engine.


Do you have any further comments?

Answer:
What rate can you offer for a repeat stay with you and do I book direct with you?



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	
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:
Paul Lindsay

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

Answers:	Responses:
... please select the box	