



Respondent details:

Fully completed? Yes

Date completed/last update: 07:15 8th Sep 2014

RID 1308

Why did you stay with us?

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

How did you hear about us?

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

How did you make your reservation?

Answers:	Responses:
Called direct	<input checked="" type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.careysmanor.com	<input type="checkbox"/>

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?

<p>Answer:</p> <p>Service was excellent. Staff are always friendly, helpful and efficient. Breakfast excellent. Evening meal. Blaireau, Monday night, uninspiring. No cherries with duck - suggest change menu, beginning September - duck with orange? Strawberry choux - strawberries hard, again, out of season. Choux pastry tough. Steak, excellent, service excellent.</p> <p>Bedroom: 2 horrors! First, I defy any male member of staff to put on The White Stuff hand and body lotion you provide in the bedrooms. My husband came home and hugged our teenage daughter and she told him he smelled awful, like old ladies. He'd been swimming and put it on after his shower in our room. I couldn't use it, it's overpowering. Most other hotels provide scentless body lotion, eg Molton Brown. The body lotion in the spa showers is fine.</p> <p>Second, tea, first thing in the morning is an essential for many guests. UHT milk is vile. Given that milk is currently £1 for 4 pints the cost of throwing away unused slim plastic tubes of pasteurised milk every day during room cleaning cannot be that high? Most people won't bother to say anything but you inwardly groan when you see UHT milk. And it jars with the tone of the hotel.</p> <p>We will definitely return and thoroughly enjoyed our stay, our fourth visit in recent years.</p>
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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:

Answer not supplied

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:

Answer not supplied

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:
The girl on reception on check out 3rd September dealt with a difficult call while 4 couples were waiting to check out. She remained polite and unflustered.

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:
Unscented unisex body lotion, pasteurised milk in the room! A shower with a removable head.

Do you have any further comments?


Answer:
"The final account was accurate" strongly disagree -- mistake on the bill, charged twice for tea. But it was quickly rectified.

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:
Richardson Peter and Tricia

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

Answers:	Responses:
... please select the box	