



Respondent details:

Fully completed? Yes

Date completed/last update: 17:05 22nd May 2013

RID 1

What was the reason for your stay?

Answers:	Responses:
Leisure	
Meeting or Event	
Weddings or Civil Partnership	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
Emailed direct	
www.sopwellhouse.co.uk	
Other website (e.g. Expedia)	
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:
Answer not supplied

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:
The receptionist appeared to be laughing at me from before I even reached the desk. She persisted in telling me that you do not accept debit cards even after I had said twice that I was using a credit card. She asked if i had stayed before and then gave an almost sarcastic 'welcome to Sopwell House' when I said I had not stayed before. I had a warmer, nicer and more helpful welcome when staying at a Premier Inn recently.

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:

Room 154 had a slightly grubby feel to it. It was very small. There were no bathrobes or slippers. The furniture had a cheap feel about it. For example, the mirror hanging on the side of the wardrobe was not fully fixed on and the bed was small.


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:
I had to keep the tray in my room after I had finished as the corridor was so small it could not be put outside. I ordered decaf coffee with my breakfast, when it arrived it was a pot of hot water and a nescafe sachet of decaf. I could have had that from the sachets provided in-room. There was nothing on the room service menu card that indicated choosing decaf meant you would get instant coffee instead of ground coffee. It was very disappointing and not the standard I would expect from this price of hotel. Also, my husband had a full english breakfast delivered, the poached egg was tasteless, the sausage burnt and the bacon so salty it was inedible.


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:
Had breakfast in the brasserie, there was an excellent choice of food. I did have to get someone to toast a bagel for me though, it would have been good to have a toaster to be able to do it myself as I waited a while and the bagel was cold by the time I got it back.

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:
Answer not supplied


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

Answer:
We had a lady serving in the bar of the function room for the wedding reception who was kept very busy all night but still maintained a sense of humour. I regret that I did not get her name. She was petite with glasses and long fair hair.

On departure

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Your check-out was easy and straight forward					
The final account was easy to understand and accurate					
You were offered help with your bags and transport arrangements					

How did your experience with us compare with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	


Was there anything else that we could have done to enhance your overall experience?

Answer:
On Monday the staff were much friendlier than on Saturday or Sunday. They said good morning, they held open doors and they smiled. Saturday and Sunday was not welcoming at all.


Do you have any further comments?

Answer:
I hope my experiences were a one-off and not the norm. I appreciate that room sizes are not something you can change, but I did feel the standard was below that of similar hotels I have stayed in. I was forced to stay in a Premier Inn recently and the room was larger, cleaner, brighter and had better furnishings than my room at Sopwell House - at half the price.

What is your gender?

Answers:	Responses:
Male	
Female	

Please select your age range

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-59	
60+	

Please complete the following (if you would also like to receive a response if appropriate):

Answer:
Anita Barron

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	