



Respondent details:

Fully completed? Yes

Date completed/last update: 12:28 16th Dec 2013

RID 807

Why did you stay with us?

| Answers: | Responses: |
|----------|-------------------------------------|
| Business | <input checked="" type="checkbox"/> |
| Leisure | <input type="checkbox"/> |
| Meetings | <input type="checkbox"/> |

How did you hear about us?

| Answers: | Responses: |
|--|-------------------------------------|
| Stayed previously | <input type="checkbox"/> |
| Recommendation/Word of mouth | <input checked="" type="checkbox"/> |
| The Capital emails | <input type="checkbox"/> |
| Advertisement | <input type="checkbox"/> |
| www.capitalhotel.co.uk | <input type="checkbox"/> |
| Internet searches (e.g. Google, Yahoo, etc.) | <input checked="" type="checkbox"/> |
| Magazine article | <input type="checkbox"/> |
| Organisation booked | <input type="checkbox"/> |
| Social Media (e.g. Facebook, Twitter, etc) | <input type="checkbox"/> |
| Trip advisor | <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.capitalhotel.co.uk | <input type="checkbox"/> |
| Other websites (e.g bookings.com) | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

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: |
| The reception staff were very helpful, upgrading our room category to a room to more adequately allow for my wife's disabilities. |

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: |
| The room is starting to feel a little dated in comparison to the competition. That is not to say that there is anything wrong with a classic style. Some of the technology seemed to be falling behind. |


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: |
|--|
| Although service was very friendly we thought at times it was not as slick as it might be. |

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:

All front of house staff were very attentive.

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:

Possibly an ipod/mp3 docking music system in the room.

Do you have any further comments?


Answer:

Overall very good.

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: |
|-----------|
| Tim Jones |

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 | |