



## Guest Experience Survey

### Respondent details:

Fully completed? Yes

Date completed/last update: 07:15 30th Jul 2014

RID 1322

### Why did you stay with us?

Answers:	Responses:
Business	<input checked="" type="checkbox"/>
Leisure	<input type="checkbox"/>
Meeting or Event	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

### How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Magazine / newspaper article	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input checked="" type="checkbox"/>
The Arch London Emails	<input type="checkbox"/>
Sales Team	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.thearchlondon.com	<input type="checkbox"/>
Company or organisation booked	<input type="checkbox"/>
Trip advisor	<input type="checkbox"/>
Promotion with other company	<input type="checkbox"/>
Other	<input type="checkbox"/>

### How did you make your reservation?

Answers:	Responses:
Called Direct	<input type="checkbox"/>
Other websites (e.g. Expedia)	<input checked="" type="checkbox"/>
Other Response	<input type="checkbox"/>

The Arch Sales Team	
Emailed Direct	
Travel Agent	
www.thearchlondon.com	
Company or Organisation	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Arch London?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely No
stay at The Arch London in the future?		✓			
recommend The Arch London to your friends and/or colleagues?		✓			

How would you summarise your experience at The Arch London?

Answer:
Very nice, from the checking in service to the immense room service. My only issue is if you do not have your 'Zzzzz' red light on, then maids will walk straight into your room. I know it may look like common sense buttons to most people, but it can be easily missed especially if you don't know how the buttons work or are a 'techno-phobe'. Another slight issue is there's no room service number on any of the sheets/handbook, makes you feel slightly awkward if you keep phoning reception just to ask to be put through to room service.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were efficient and made my arrival easy	✓					
The staff were friendly 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	N/A
The room was exceptionally clean	✓					
The selection of products provided in my bathroom were of excellent quality		✓				
The bed was extremely comfortable	✓					
I was able to work comfortably in the room	✓					
I was able to access the internet easily	✓					
I was able to turn on sky TV and my internet radio easily	✓					
The temperature control was easy to use			✓			

Do you have any other comments regarding your bedroom/suite? Please start your comments with the room/suite number.

Answer:
Room 206, last weekend. I would just like to say the temperature control system, again for people who aren't up-to-date with the latest technology, it can be confusing. 1, 2 or 3 fans & a thermometer, if there was a little guide on the desk as to how it works that would be ideal.

Did you order room service?

Answers:	Responses:
Yes	✓
No	

Did you dine with us?

Answers:	Responses:
Yes	
No	✓

In regards to your Room Service, how would you rate...

	N/A	Excellent	Good	Fair	Poor	Very Poor
The order process		✓				
The speed of delivery		✓				
The choice of menu items				✓		
The food temperature				✓		

Do you have any other comments regarding The Arch London room service?

Answer:
Room service was extremely prompt & very professional waitress - asking if you want your dessert with your meal or shortly after. I feel there could be a little more choice in room service menu, as with a lot of other London 5* hotels they have a bigger menu, and a much bigger dessert menu which would help massively. The food on all three occasions I dined was of good quality, burger & the fondant were lovely. However portion of chips slightly small and cold on both occasions.

In regards to the HUNter 486 Brasserie and/or Bar, 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 The Arch London as a bar or dining venue?

Answer:
Answer not supplied

For meetings or events

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
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 The Arch London as a venue for meetings or events?

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:
Whoever my room service waitress to room 206 was on Friday & Sunday night, dark haired European woman, very attentive & professional, very welcoming.

### 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 and accurate		✓				
The team helped me with my bags and transport arrangements						✓

### 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:
Just a few little things such as a more extensive room service menu, the temp of some of the food items. As well as a guide on how to use the air-con/room temperature guage. And more welcome packs on the desk with a room service number. Also temperature of the fridge in room 206 might need to be looked at, my milk curdled a few hours after I received it.

### Do you have any further comments?

Answer:
Answer not supplied

### 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 contact you regarding your comments, not for marketing purposes):

Answer:
Christopher Burke

Would you like to receive any further information from The Arch London regarding?

Answers:	Responses:
News & Events	
HUNter 486 Brasserie	
Private Dining & Events	
Offers & Promotions	
Christmas	

If you do not want us to publish your review online (including Triptease)...

Answers:	Responses:
... please select the box	