



Respondent details:

Fully completed? Yes

Date completed/last update: 13:27 25th Apr 2014

RID 510

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 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?

Answer:
<p>I always look forward to come to Careys Manor and Senspa it is an annual treat. I like the relaxed atmosphere and the thai restaurant. The only reason I have put 'good' rather than 'excellent' which I would normally put is because previously we have always had a room with a safe and we were not told the room would not have one so that was slightly inconvenient. The nice person who showed us to our room infact said there was one so we hunted everywhere. We were in room 12 in the manor. We actually liked the room very much particularly as on this occasion it had a view. Also we arrived early at around 1.30pm. We were VERY pleased to be able to use the spa early which was a bonus and a good selling point of careys over other spa's when your journey is quicker than expected you don't have to hang around. As anticipated the room was not ready which we did not expect. However we were told the keys could be left in the spa for us for ease so we could get them after 3pm conveniently which we liked the idea of. We took up the offer and also mentioned it to the Spa reception when we went over and they said no problem. When we were ready to leave the spa in our dressing gowns to go to the room after relaxing in the relaxation area upstairs for a couple of hours the keys had been forgotten. The girl apologised and went to get them. ~These things happen and that was okay. BUT it was at least 15-20 minutes before the keys arrived and the lady from the perfume and costume shop actually saw us waiting and went to the hotel reception to find out.we had not complained as it was just one of those things but it is cold in that entrance area as the doors go to the outside and by this time we were cold and tired and just wanted a room to go to. Had we not been offered the keys we would have been happy to dress in the spa and collect them ourselves earlier in the afternoon around 4pm. It meant by the time we got our bags from the car we were not in our room until 6.30pm. The plus was we had a room with a view. Lovely room. Thai restaurant was wonderful as usual. We enjoyed using the 'inner hydro facilities on the following day for an extra fee which is a bonus. So other than the few things we were content.</p>

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:

I have already mentioned in the summary the difficulty getting the slight difficulty getting the room key. The problem online trying to secure the room we wanted-it said one left but after we filled in the details it said none available so I had to phone up to secure a room. The following day the computer once again said 1 available.....so very slight inconvenience there. Had I not phoned though and just accepted there were no rooms you would have lost a booking and I would have been disappointed and missed out on a wonderful relaxing time!

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:

We were told there was a safe in the room. It was room 12 of the manor. It didn't seem to have one though so we carried a bag around with us the whole time!

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:
They were a bit short staffed and we had to wait quite a good while to order. We did not mind. They realised this was happening as they had so many people and room service to deal with so they kept us happy with popadoms. A nice touch. Always love the Zen garden my favourite thai restaurant I know of!

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:
I just love it! We were expecting a two hour evening slot for the hydro but as it was quiet we were upgraded when we arrived to 4 hours. Nice touch

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	✓				
Were attentive to my needs		✓			
Made me feel well looked after		✓			

Was there any particular member of the team you would like to acknowledge and why?

Answer:
just the slight hiccup getting the room key.

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave	✓				
The final account was accurate	✓				

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:

We have high expectations as you always set yourself high standards in the past!
 To have got the room key more easily.
 wholemeal gluten free bread rather than white (I know I am being fussy)
 We like to dance argentine tango, jive, westcoast swing and wondered whether you ever have demand for dancing in the manor restaurant. I realise it is quite specialist. We know a lot of dancers, We don't like disco. We do dance in the studio so in a sense that need is met.
 We did once come when there was disco music one easter but the music choice was terrible so we could not dance very easily.
 We did enjoy the chocolate making session a few years ago at Easter and discussed while we were staying this time how we would enjoy another afternoon course at Easter as long as it was not too expensive per head. We would like to have a go at making easter eggs in moulds ourselves. Not sure how practical that would be. I don't like chocolate but would enjoy having a go at making something or learning something about chocolate again.

Do you have any further comments?


Answer:

Keep doing what you do. As long as there is an affordable room with a bit of a view and the pricing is similar. The spa and use of the dance studio for an hour and the thai continues we will be back for more.


I wish there was some kind of loyalty reward for people who return. We have been four times in about 5 years. that may not be that much compared to some people. however we have not been to ANY other hotel that many times, we rarely go back more than once. It would be nice if our return custom was shown to be valued or maybe that is just wishful thinking. I am not thinking of anything BIG just a token gesture to feel welcomed back! A free soft drink at the bar or a welcome back card in the room or the reception to know we have been before rather than ask us if we have ever stayed before.....probably very difficult to know that. I am being fussy!
 Thankyou for offering real mint tea. I am unable to drink tea or coffee and unlike most places you offer me something I can drink.

Thanks to all the hard working staff for making our stay so pleasurable. It must be really hard to please everyone.

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+	

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	
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Please complete the following (optional):

Answer:
kerry Hagger

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

Answers:	Responses:
... please select the box	