



Respondent details:

Fully completed? Yes

Date completed/last update: 23:55 13th Nov 2013

RID 92

Why did you stay with us?

Answers:	Responses:
Leisure	
Business	✓
Wedding or Civil Partnership	
Spa break	
Private Celebration	
Other	

How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation	✓
The Marcliffe Hotel & Spa Emails	
Advertisement	
www.marcliffe.com	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine/newspaper article	
Word of mouth	
Organisation booked	
Promotion with other company	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	

How did you make your reservation?

Answers:	Responses:
Called direct	✓
Emailed direct	
www.marcliffe.com	

Other websites (e.g. booking.com, etc)	
Other	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at The Marcliffe Hotel & Spa?	✓				

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at The Marcliffe Hotel & Spa in the future?		✓			
recommend The Marcliffe Hotel & Spa to your friends and/or colleagues?		✓			

How would you summarise your experience at The Marcliffe Hotel & Spa?

Answer:
Answer not supplied

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were efficient and professional	✓					
The staff made my arrival easy	✓					
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 design was appealing to my taste	✓					
I was able to access the Internet easily	✓					
I was happy with my bedroom/suite/lodge	✓					


Do you have any other comments regarding your bedroom/suite?

Answer:
Probably need a shower curtain to prevent water spills in teh bathroom

Did you dine with us?

Answers:	Responses:
Yes	
No	




Did you use the spa facilities?

Answers:	Responses:
Yes	
No	

Where did you dine?

Answers:	Responses:
Restaurant	
Private Dining	
Wedding	




How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
The quality of the food					
The quality of service					
Your overall dining experience					

Do you have any other comments regarding The Marcliffe Hotel & Spa as a dining venue?

Answer:
More buffett options

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
We were able to access the internet easily						
The business facilites were very good						
Our business meeting requirements were met						

Do you have any other comments regarding The Marcliffe Hotel & Spa as a business venue?

Answer:
Answer not supplied

Why did you visit The Marcliffe Hotel & Spa?

Answers:	Responses:
General use of facility	
Treatment	
Spa day	
Day package	

In regards to the The Marcliffe Hotel & Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
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 Marcliffe Hotel & Spa?

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 well looked after	✓					

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


Answer:
Answer not supplied

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	✓					
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:
The Gym is small. Increase the number of Threadmill. Wasted time waiting for someone to finish before being able to exercise.


Do you have any further comments?

Answer:
Hear that the hotel is being pull down next year, real sad that no one can buy it out and retain it as a hotel


It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

Answer:
Change the fire place in the lobby to gas instead of using wood to reduce the number of trees being cut down

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 (optional):

Answer:
Adetola Adegborioye

Would you like to receive any further information from The Marcliffe Hotel & Spa regarding?

Answers:	Responses:
Accommodation	
Dining	
Business	
Weddings & Celebrations	

Events	
Spa Breaks	
Christmas	
Special Offers	

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

Answers:	Responses:
... please select the box	