



#### Respondent details:

Fully completed? Yes

Date completed/last update: 07:25 7th Jan 2014

RID 840

#### Why did you stay with us?

Answers:	Responses:
Business	
Leisure	✓
Meetings	

#### How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
The Capital emails	
Advertisement	
www.capitalhotel.co.uk	
Internet searches (e.g. Google, Yahoo, etc.)	
Magazine article	
Organisation booked	
Social Media (e.g. Facebook, Twitter, etc)	
Trip advisor	
Other	✓
Other Response	Nathan Outlaw

#### How did you make your reservation?

Answers:	Responses:
Called direct	✓
Emailed direct	✓
www.capitalhotel.co.uk	
Other websites (e.g bookings.com)	
Other	

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:
Making the booking was somewhat difficult and errors were made.

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:
Small and out dated when compared others of a similar cost

Did you have a drink at the bar or dine with us?


Answers:	Responses:
Yes	✓

No	
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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:
Outlaws was up to the high standard we have experienced over recent years. However, Breakfast was not as expected for such a high value hotel.

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:
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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:

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	✓					
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:

Outlaws excellent but the hotel was somewhat below our expectations.

#### Do you have any further comments?


Answer:

We will be dining at Outlaws again but we will be finding alternative accommodation.

#### 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:
Richard Robotham

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	