



Report Summary - 1st November 2014 - 13th April 2015

Survey: Careys Manor Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 2510

Created Time/Date: 08:42 25th Oct 2013

Filtered Responses: 740

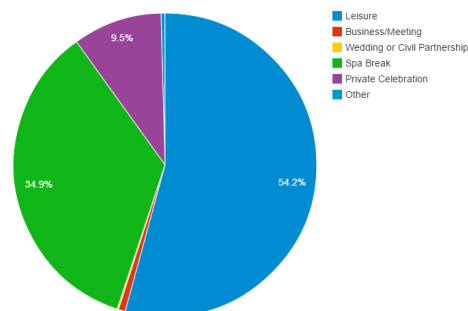
Modified Time/Date: 10:12 4th Mar 2015

Responses Excluded: 1770

Question 1: Why did you stay with us?

Answers: Responses:

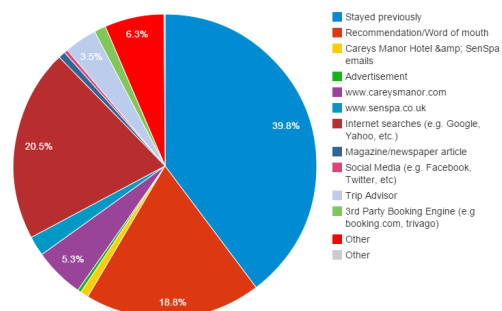
Leisure	371 / 54.2%
Business/Meeting	5 / 0.7%
Wedding or Civil Partnership	1 / 0.1%
Spa Break	239 / 34.9%
Private Celebration	65 / 9.5%
Other	3 / 0.4%
TOTAL CLICKS	684
TOTAL RESPONSES	684



Question 2: How did you hear about us?

Answers: Responses:

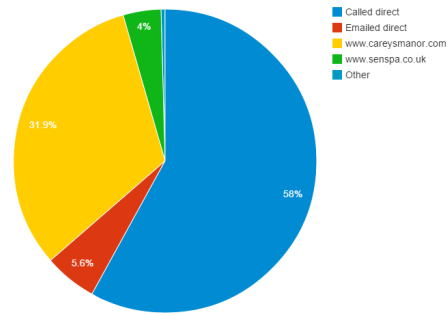
Stayed previously	320 / 39.8%
Recommendation/Word of mouth	151 / 18.8%
Careys Manor Hotel & SenSpa emails	7 / 0.9%
Advertisement	3 / 0.4%
www.careysmanor.com	43 / 5.3%
www.senspa.co.uk	17 / 2.1%
Internet searches (e.g. Google, Yahoo, etc.)	165 / 20.5%
Magazine/newspaper article	6 / 0.7%
Organisation booked	1 / 0.1%
Social Media (e.g. Facebook, Twitter, etc)	3 / 0.4%
Trip Advisor	28 / 3.5%
3rd Party Booking Engine (e.g. booking.com, trivago)	10 / 1.2%
Other	51 / 6.3%
TOTAL CLICKS	805
TOTAL RESPONSES	805



Question 3: How did you make your reservation?

Answers: Responses:

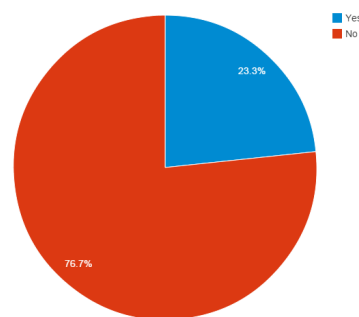
Called direct	402 / 58%
Emailed direct	39 / 5.6%
www.careysmanor.com	221 / 31.9%
www.senspa.co.uk	28 / 4%
Other websites (e.g. booking.com, etc)	0 / 0%
Other	3 / 0.4%
TOTAL CLICKS	693
TOTAL RESPONSES	693



Question 4: 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	7 / 23.3%
No	23 / 76.7%
TOTAL CLICKS	30
TOTAL RESPONSES	30



Question 5: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Careys Manor Hotel & SenSpa?	453 / 62%	208 / 28%	58 / 8%	9 / 1%	4 / 1%	732	0

Question 6: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Careys Manor Hotel & SenSpa in the future?	397 / 54%	185 / 25%	107 / 15%	34 / 5%	8 / 1%	731	0
recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues?	421 / 60%	172 / 24%	73 / 10%	30 / 4%	8 / 1%	704	0

Question 7: How would you summarise your experience at Careys Manor Hotel & SenSpa?

TOTAL RESPONSES

685

Question 8: When you arrived

Strongly Agree	Agree	Neither Agree Nor	Disagree	Strongly Disagree	Total Responses	Not Answered
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			Disagree				
The staff were friendly, welcoming and professional	548 / 75%	151 / 21%	24 / 3%	7 / 1%	1 / 0%	731	0
The ambience, design and interior decoration appealed to me	357 / 49%	291 / 40%	52 / 7%	22 / 3%	5 / 1%	727	0
The atmosphere was warm and friendly	470 / 65%	209 / 29%	35 / 5%	8 / 1%	2 / 0%	724	0

Question 9: Do you have any other comments regarding your arrival and/or any pre arrival contact?

TOTAL RESPONSES

314

Question 10: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was comfortable and well appointed	406 / 56%	247 / 34%	41 / 6%	22 / 3%	5 / 1%	721	0
There was a good selection of products in my bathroom	335 / 47%	306 / 43%	44 / 6%	28 / 4%	3 / 0%	716	0
The room was cleaned to a high standard	412 / 58%	241 / 34%	34 / 5%	21 / 3%	6 / 1%	714	0

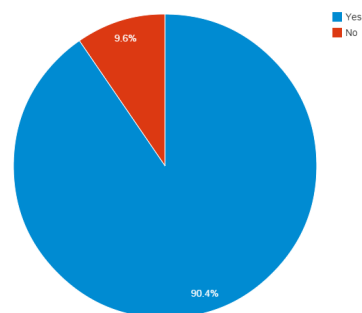
Question 11: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

TOTAL RESPONSES

346

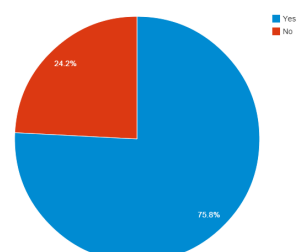
Question 12: Did you dine with us?

Answers:	Responses:
Yes	662 / 90.4%
No	70 / 9.6%
TOTAL CLICKS	732
TOTAL RESPONSES	732



Question 13: Did you use the SenSpa?

Answers:	Responses:
Yes	370 / 75.8%
No	118 / 24.2%
TOTAL CLICKS	488
TOTAL RESPONSES	488



Question 14: Was there a reason why you chose not to dine with us?**TOTAL RESPONSES**70

Question 15: Was there a reason why you did not use the SenSpa?**TOTAL RESPONSES**107

Question 16: Where did you dine?

Answers: Responses:

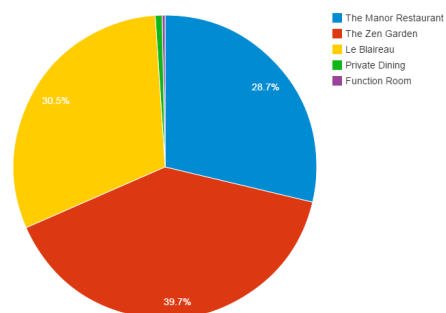
The Manor Restaurant 274 / 28.7%

The Zen Garden 379 / 39.7%

Le Blaireau 291 / 30.5%

Private Dining 7 / 0.7%

Function Room 3 / 0.3%

TOTAL CLICKS 954**TOTAL RESPONSES** 954**Question 17:** In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	407 / 62%	179 / 27%	46 / 7%	19 / 3%	4 / 1%	655	0
The service was friendly & professional	438 / 67%	173 / 26%	26 / 4%	11 / 2%	5 / 1%	653	0
The overall dining experience was exceptional	313 / 48%	200 / 31%	75 / 11%	51 / 8%	14 / 2%	653	0

Question 18: Do you have any other comments regarding your dining experience(s) with us?**TOTAL RESPONSES**383

Question 19: Why did you visit the SenSpa?

Answers: Responses:

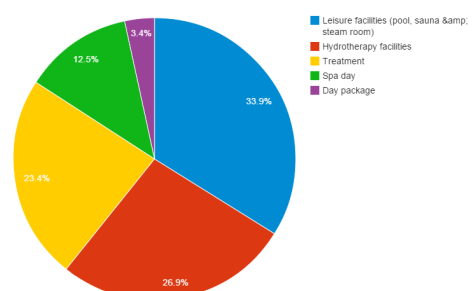
Leisure facilities (pool, sauna & steam room) 378 / 33.9%

Hydrotherapy facilities 300 / 26.9%

Treatment 261 / 23.4%

Spa day 139 / 12.5%

Day package 38 / 3.4%



TOTAL CLICKS	1116
TOTAL RESPONSES	1116

Question 20: In regards to the SenSpa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Not Answered
The staff were friendly and professional	402 / 66%	172 / 28%	26 / 4%	3 / 0%	0 / 0%	6 / 1%	609	0
The facilities were of a high standard	396 / 66%	175 / 29%	21 / 3%	8 / 1%	2 / 0%	2 / 0%	604	0
The quality of the treatments were of a high standard	301 / 52%	102 / 18%	34 / 6%	4 / 1%	5 / 1%	131 / 23%	577	0
The overall spa experience was exceptional	333 / 56%	178 / 30%	53 / 9%	22 / 4%	4 / 1%	10 / 2%	600	0

Question 21: Do you have any other comments regarding the SenSpa?

TOTAL RESPONSES

289

Question 22: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	1 / 33%	1 / 33%	1 / 33%	0 / 0%	0 / 0%	3	0
We were able to access the internet easily	1 / 33%	0 / 0%	2 / 67%	0 / 0%	0 / 0%	3	0
Refreshments were delivered as requested	1 / 33%	0 / 0%	2 / 67%	0 / 0%	0 / 0%	3	0
Our business meeting requirements were met	1 / 33%	0 / 0%	2 / 67%	0 / 0%	0 / 0%	3	0

Question 23: Do you have any other comments regarding Careys Manor Hotel & SenSpa as a business venue?

TOTAL RESPONSES

1

Question 24: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	533 / 73%	174 / 24%	18 / 2%	6 / 1%	1 / 0%	732	0
Were attentive to my needs	486 / 67%	184 / 25%	43 / 6%	13 / 2%	1 / 0%	727	0
Made me feel well looked after	484 / 67%	175 / 24%	43 / 6%	20 / 3%	1 / 0%	723	0

Question 25: Was there any particular member of the team you would like to acknowledge and why?

TOTAL RESPONSES

287

Question 26: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	338 / 46%	218 / 30%	127 / 17%	38 / 5%	6 / 1%	727	0
The final account was accurate	395 / 55%	239 / 33%	26 / 4%	44 / 6%	16 / 2%	720	0

Question 27: How did your experience with us meet with your expectations?

Answers: Responses:

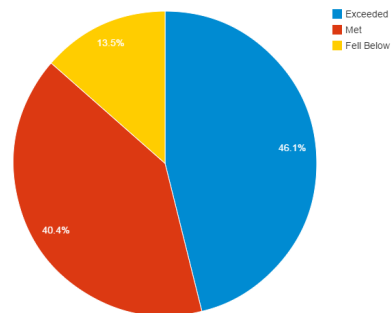
Exceeded 337 / 46.1%

Met 295 / 40.4%

Fell Below 99 / 13.5%

TOTAL CLICKS 731

TOTAL RESPONSES 731



Question 28: Was there anything else that we could have done to enhance your overall experience?

TOTAL RESPONSES

289

Question 29: Do you have any further comments?

TOTAL RESPONSES

279

Question 30: What is your gender?

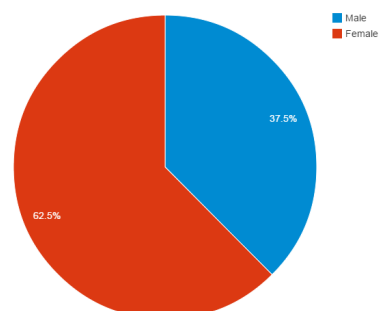
Answers: Responses:

Male 274 / 37.5%

Female 456 / 62.5%

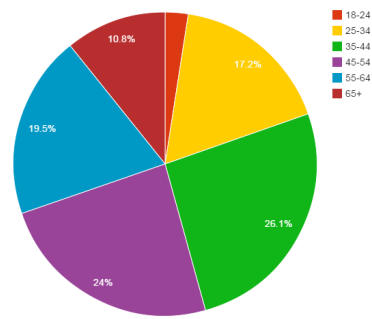
TOTAL CLICKS 730

TOTAL RESPONSES 730



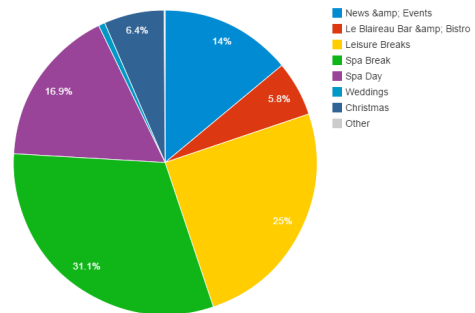
Question 31: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	18 / 2.5%
25-34	126 / 17.2%
35-44	191 / 26.1%
45-54	176 / 24%
55-64	143 / 19.5%
65+	79 / 10.8%
TOTAL CLICKS	733
TOTAL RESPONSES	733



Question 32: Would you like to receive any further information from Careys Manor Hotel & SenSpa regarding?

Answers:	Responses:
News & Events	122 / 14%
Le Blaireau Bar & Bistro	51 / 5.8%
Leisure Breaks	218 / 25%
Spa Break	271 / 31.1%
Spa Day	147 / 16.9%
Weddings	6 / 0.7%
Conferences	1 / 0.1%
Christmas	56 / 6.4%
TOTAL CLICKS	872
TOTAL RESPONSES	872



Question 33: Please complete the following (optional):

Question 34: If you do not want us to publish your review online...

Answers:	Responses:
... please select the box	227 / 100%
TOTAL CLICKS	227
TOTAL RESPONSES	227

