



Report Summary - 19th January 2013 - 10th February 2014

Survey: Lords of the Manor Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 288

Created Time/Date: 14:09 6th Feb 2014

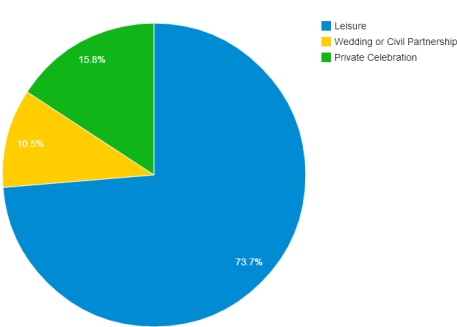
Filtered Responses: 22

Modified Time/Date: 06:51 10th Feb 2014

Responses Excluded: 266

Question 1: Why did you stay with us?

Answers:	Responses:
Leisure	14 / 70%
Business/Meeting	0 / 0%
Wedding or Civil Partnership	2 / 10%
Private Celebration	3 / 15%
Other	0 / 0%
TOTAL CLICKS	20
TOTAL RESPONSES	20



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously 10 / 43.5%

Recommendation/Word of mouth 1 / 4.3%

Lords of the Manor emails 0 / 0%

Advertisement 1 / 4.3%

www.lordsofthemanor.com 2 / 8.7%

Internet searches (e.g. Google, Yahoo, etc.) 4 / 17.4%

Magazine/newspaper article 0 / 0%

Organisation booked 1 / 4.3%

Social Media (e.g. Facebook, Twitter, etc) 0 / 0%

Trip Advisor 0 / 0%

Other 4 / 17.4%

Answers: Result Set:

Used to live in nearby. 57

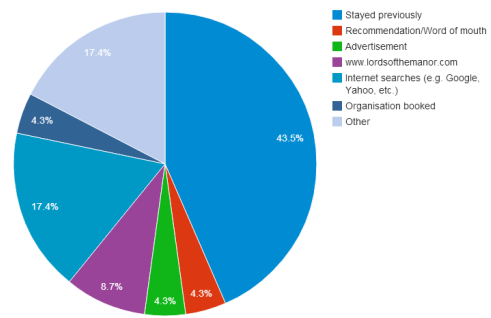
secret escapes 66

Stayed previously 220

Michelin Guide 226

TOTAL CLICKS 23

TOTAL RESPONSES 21



Question 3: How did you make your reservation?

Answers: Responses:

Called direct 14 / 66.7%

Emailed direct 1 / 4.8%

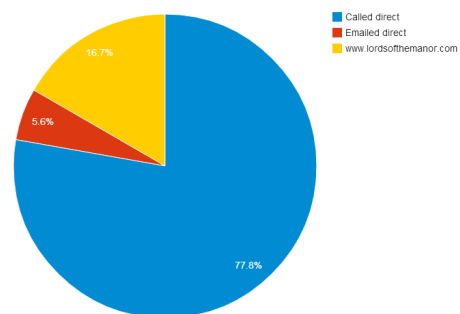
www.lordsofthemanor.com 3 / 14.3%

Other Websites (e.g. booking.com, etc) 0 / 0%

Other 0 / 0%

TOTAL CLICKS 21

TOTAL RESPONSES 21



Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Lords of the Manor?	0 / 0%	12 / 57%	5 / 24%	2 / 10%	2 / 10%	21	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Lords of the Manor in the future?	0 / 0%	5 / 24%	9 / 43%	4 / 19%	3 / 14%	21	0
recommend Lords of the Manor to your friends and/or colleagues?	1 / 5%	4 / 19%	11 / 52%	4 / 19%	1 / 5%	21	0

Question 6: How would you summarise your experience at Lords of the Manor?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 7: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly, welcoming and professional	8 / 38%	8 / 38%	2 / 10%	2 / 10%	1 / 5%	21	0
The ambience, design and interior decoration appealed to me	7 / 33%	7 / 33%	6 / 29%	0 / 0%	1 / 5%	21	0
The atmosphere was warm and friendly	4 / 19%	10 / 48%	5 / 24%	2 / 10%	0 / 0%	21	0

Question 8: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1	37	Well I must say I was underwhelmed by my stay at the hotel, I advised on booking that the stay was for my partners birthday. When I entered the reception area there were two customers complaining to the reception lady about their room which was not a great start. When they left we were shown to our room, I mentioned to the girl it was my partners birthday hoping for some cheer from the staff member, she did not say a word. Upon entering the room I found it to be too dark from the small, high windows and therefore unwelcoming to us. I went to ask the lady for a room change or upgrade and she said it would be a further £100, after visiting the rooms on offer she confirmed it would be £100 more and I asked if there was anything she could do as we didn't like the other room and again said it was my partners birthday, she said there was nothing she could do. When I asked to speak to Paul the manager she said he was not in till Monday, it was only when I pushed her she said there was another woman she could ask, and I wondered why I had to push her so hard to try. I went back to the room while she asked and then had a call to say we could upgrade for free which I was very nice surprise and built up more confidence in my hotel choice. However when we went for afternoon tea we waited around 20 minutes for someone to come in and take our order, then they didn't know we had the Pure Indulgence package and when it arrived the sandwiches were poor, there was slabs of butter inside which my partner had to take some out even though she loves a lot of butter, also the contents of the sandwich did not match the description on the menu, i.e. there was no cucumber. I also needed more clotted cream for the scones, but did not see the staff member for so long that I ate them without. So not great. Afterwards I went to get the key for the new room, it was 14:30 and she seemed to have forgotten that we were waiting to get in. So we went for a walk around the beautiful grounds and went back and finally got it. We went to the room and after a short time was surprised by some of the damage I noticed around the room for the quality and prestige associated with the hotel - there is rust coming down the side of the radiator, the emergency light is half covered with black tape, the stool at the bottom of the bed had a big stain and the top of the cupboard is all lifting from a previous liquid spill. Also I tried to turn down the heat in the room and found the dials were all down low, so went to open the door at the back of the room and found that it had not been closed properly and could have been opened easily by any criminals in the area whilst we were out. During the night we were both far too hot and did not sleep well. There were other niggles that we had but I think you get a good idea of our experience from the comments above, and whilst some may seem insignificant it all added up to us both being underwhelmed by our stay. Maybe I got my expectations too high after reading the reviews on Tripadvisor, but if it had not been for the room upgrade I do not think we would have continued our stay. One positive though, the sommelier was very attentive in the restaurant and should be praised. As soon as I have time I shall post my experience online for others to share!
2	48	Nobody around, staff member arrived and very shirty and stropky.
3	57	No
4	58	Car wasn't parked for us this time or retrieved when we left.
5	109	The lady (Hanna?) who checked us in was professional and helpful, although she was willing she struggled to carry the heavy suitcase up the stairs, when she offered to carry the case we thought that a porter would be available. We then felt a little guilty that we asked her to do it.
6	115	we came from quite a distance but there was comment that we arrived too early for the evening reception. We were given very nice champagne in the garden at 7.30 but had to wait ages for any nibbles/canapes bearing in mind that we had not eaten since lunch time so were drinking on empty stomachs. when the eats came they were very inadequate. The bathroom was tiny and I banged my head 4 times on the beam. The next day it was very obvious that it was going to be a hot morning and one of our party wanted breakfast outside and very apparent that everyone else did but staff slow to respond. Sorry but not quite the experience I expected.
7	178	Difficult to find reception from car park on first occasion. Better signing needed near the house.
8	212	No
9	220	Not made to feel particularly welcome
10	227	Very slow in confirming reservation-I needed to ask 4 times before an email was sent
TOTAL RESPONSES		
10		

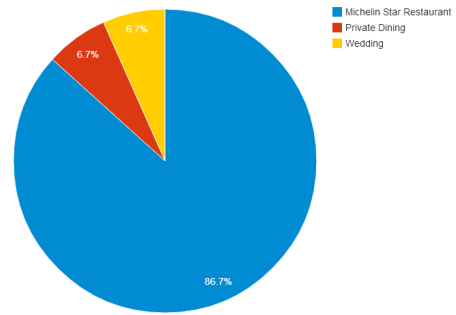
Question 9: In regards to your bedroom

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	4 / 19%	5 / 24%	5 / 24%	6 / 29%	1 / 5%	21	0
There was a good selection of products in my bathroom	6 / 29%	12 / 57%	3 / 14%	0 / 0%	0 / 0%	21	0
The room was cleaned to a high standard	8 / 38%	9 / 43%	3 / 14%	1 / 5%	0 / 0%	21	0

Question 12: Where did you dine?

Answers: Responses:

Michelin Star Restaurant	13 / 86.7%
Private Dining	1 / 6.7%
Wedding	1 / 6.7%
TOTAL CLICKS	15
TOTAL RESPONSES	15



Question 13: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	6 / 27%	5 / 23%	5 / 23%	4 / 18%	2 / 9%	22	0
The service was friendly & professional	6 / 27%	10 / 45%	3 / 14%	0 / 0%	3 / 14%	22	0
The overall dining experience was exceptional	2 / 9%	5 / 23%	8 / 36%	5 / 23%	2 / 9%	22	0

Question 14: Do you have any other comments regarding Lords of the Manor as a dining venue?

Result Set: Response ID: Answers:

1	24	Please see question 21
2	27	Even though I called in advance to say that I was vegetarian the vegetarian main course was VERY poor. The pasta was home made and delicious, but that was lucky as that was essentially it! I love pasta so am not against having a pasta dish at all, but I did think there would be something more adventurous at a Michelin star restaurant. There were 4-5 little vegetables around the edge of the pasta and a teaspoon of source that really was that and was gone in two mouthfuls which left a lot of dry pasta. I would have been apologetic if I had created it at home for guests. Disappointing.
3	31	Dinner in restaurant was wonderful. However, cream tea on arrival was disappointing. We had the full cream tea. The sandwiches were rather dry and bland. They were also very cold as if they'd been refrigerated.
4	57	I realise it is a current trend to explain what everything is in my plate but I personally find it needless. If I don't know what something is on the menu, I normally ask pre ordering. It is somewhat patronising for the waiter to explain what beef is. I know I ordered it!
5	58	Dining room is unexceptional. We were taken through from bar but then left for some time without bread or pre-starter. Overall service on slow side of acceptable. Frozen blackberry in dessert was most odd (shot up husband's sleeve and couple on neighbouring table had similar problem). Some high points but not all great.
6	59	Did not think the food quality and presentation was quite to the same standard as my previous visit a year ago. Also the menu was very similar.
7	66	Our main course was disappointing and was not up to the standard we expected for the type of hotel Lords of the Manor is. The main course was beef and could not be cut to eat it. Our complaint to the waitress was not handled very well!!!!
8	109	Whilst the food was outstanding and we received excellent customer service from Gennaro (he was by far the most professional and friendly member of staff) the rest of the staff were very mediocre. In a Michelin Star restaurant we expect the staff to have English as their first language, one member of staff said 'good evening' at breakfast. We couldn't understand them when they were explaining the ingredients of each course at dinner. The restaurant also desperately needs a refurbishment, the dado rail and striped wallpaper looks like something from the eighties, not the wow factor that you would expect from a property with great external character.
9	115	It was an evening wedding reception.
10	143	I have written a separate letter about my experience
11	196	Oh dear! We found the menu limited and odd. Whilst the staff were accommodating, the end result was not good, e.g. the waitress mixed up my and my friend's starter; the waitress told us we had a tomato soup but it turned out to be artichoke; my friend's fish dish was not warm; my beef, despite making it clear I wanted 'no blood or pink' was very pink; when it was re-served, it was still pink on the inside; neither of us finished more than a quarter of our main dishes; the following day, my friend was sick! B
12	212	No
13	220	The chef must have had an off-day bearing in mind that he has a Michelin star
14	226	Lovely room. Food a long way from Michelin star standard. Staff intrusive, callow and condescending.
15	227	Dinner was memorable and excellent-as always. Don't ever lose the chef. We thought the room a little disappointing-large and comfortable but not impressively so and certainly a double room and not what we expected from a 'Jubod Suite' description. No instruction on how to turn on the heating-it was a chilly night- but we discovered it by accident although not in the information pack
16	233	We revisited the restaurant because we had an excellent meal on the occasion of our Golden Wedding in June 2011. However we learned that your Michelin starred chef, Cliff Weedon has left (you need to rename your restaurant) and the quality of food has suffered. My steak was inedible for example. This was a shame, as the whole point of our visit was to enjoy Michelin standard food.

TOTAL RESPONSES

16

Question 15: 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.)	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Refreshments were delivered as requested	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 16: Do you have any other comments regarding Lords of the Manor as a business venue?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 17: 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	9 / 43%	9 / 43%	1 / 5%	1 / 5%	1 / 5%	21	0
Were attentive to my needs	4 / 19%	9 / 43%	6 / 29%	1 / 5%	1 / 5%	21	0
Made me feel well looked after	4 / 19%	9 / 43%	5 / 24%	2 / 10%	1 / 5%	21	0

Question 18: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1	27	The sommelier was incredibly knowledgeable, helpful, friendly and fun.
2	31	Andy- very helpful and welcoming on arrival.
3	109	Gennaro was head and shoulders above any member of staff, he was friendly, efficient, had a great sense of humour and a good understanding of the English language. It is difficult to establish a rapport with members of staff that don't have a good understanding of the English language.
4	115	The gentleman who responded the next day for my request for telephone charger to be returned. The lady who greeted us was most unwelcoming when she realised that the evening guests were arriving a few minutes before expected.
5	196	The senior receptionist/manager, who acknowledged our poor restaurant experience, and did not charge for our disastrous dinner.
6	201	They were all superb at all times
7	212	No
8	227	The Somellier-he was informed, non pretentious. interesting, funny, most helpful and did not demur at the odd disagreement with him. Worth his weightht in Burgundy
9	233	All of the staff were helpful and courteous.

TOTAL RESPONSES

9

Question 19: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
You were sad to leave	1 / 5%	3 / 14%	11 / 52%	3 / 14%	3 / 14%	21	0
The final account was accurate	9 / 43%	10 / 48%	1 / 5%	1 / 5%	0 / 0%	21	0

Question 20: How did your experience with us meet with your expectations?

Answers: Responses:

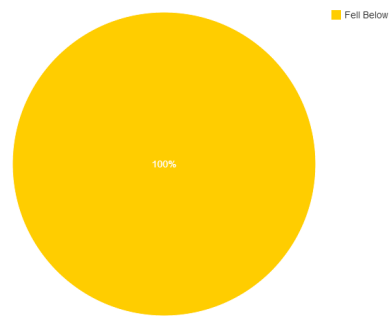
Exceeded 0 / 0%

Met 0 / 0%

Fell Below 22 / 100%

TOTAL CLICKS 22

TOTAL RESPONSES 22



Question 21: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 24 Please see question 21

2 27 Whilst we wanted a very relaxed night away without the usual noise and business of most hotels we did think the hotel lacked a little in atmosphere. Some of the staff (whilst very good at their jobs) looked uncomfortable and awkward in the very silent hotel. It was so quiet the guests there were all whispering! Perhaps a little bit of tasteful background music in the bar area may have helped this.

3 58 The dining experience wasn't as good as we've had in the past with you. As well, the eggs at breakfast were overcooked and lukewarm.

4 109 I booked this break as a surprise for my husbands birthday as I thought it was somewhere that would make it feel special. I made the hotel aware of this when I made the booking but the only acknowledgement was 'Happy Birthday' iced on a plate at the end of the meal the day after his birthday. I was disappointed as having read many Trip Advisor comments I believed that it would be made to feel a bit more special.

5 115 see previous comments

6 178 It was a very warm day and everyone had breakfast outside though we had to lay tables ourselves. Given the weather this could have been anticipated. We felt breakfast seemed to take your staff by surprise given the numbers who were staying.

7 212 Give us a good nights sleep and a radiator valve that worked

8 220 The hotel needs a Manager and a Maitre D'

9 227 Only as noted above

10 233 You could have attended to the points I have made above.

TOTAL RESPONSES

10

Question 22: Do you have any further comments?

Result Set: Response ID: Answers:

1	24	We were extremely disappointed at our dinning experience as we have a little boy who is only 4 months old and at arriving for dinner we were then put in a side room and away from the main restaurant on our own. We were not asked if this would be acceptable and as the main restaurant was not full we can only presume that the only reason for being put in a side room on our own was because we had our 4 month old boy William with us. William was a sleep throughout the whole time whilst at dinner and we have stayed at a number of top hotels within the Cotswolds with William and this is the first time that we have been made eat separate from other guests. We fully understand that for other guests a crying baby especially whilst at dinner is not pleasant, however William is only 4 months old and sleeps a good portion of the evening and we would not have had dinner in the restaurant if we new he would be a problem. As per our other visits to different hotels he has always been a sleep throughout the whole of the time but other hotels did not see any problem with bringing a new born to the restaurant who caused no problems at all but made me & my wife extremely upset at what should have been a very enjoyable experience.
2	27	I left an item of clothing at the hotel. The staff were very quick to find the item and call me back, but I was surprised that I was asked to pay for the postage to have it returned.
3	57	I found the word 'enjoy.,' used by the waiters inappropriate for an establishment which promotes itself on its English heritage.
4	58	Front of house staff great. Restaurant experience needs attention.
5	66	we came down for pre-evening dinner drinks and we were surprised to see a few of the tables still had afternoon teacups, plates etc on the tables. We were surprised these had not been cleared away and the tables cleaned in anticipation for the dinner guests to arrive. We were restricted as to where we could sit for our drinks.
6	109	Change the taxi company that you use, he is very expensive and he moaned about his life for the entire journey, not what you want to listen to when you are on your way for a nice evening out!
7	178	Generally speaking the concept was excellent and a very special venue but given that it is a four star hotel we were surprised at the minor shortcomings listed above.
8	196	I shall recommend Lords of the manor but will suggest potential visitors make clear their dinner requirements.
9	201	The quality of food and service is outstanding. I suspect that we and many others have been disappointed with Room 8, which in my opinion needs a serious rethink. Its really a single room that needs a smaller bed & a decent wardrobe !
10	233	I think you have allowed your formerly excellent standards to slip, to the point that your high charges seem excessive for the level of service provided.

TOTAL RESPONSES

10

Question 23: What is your gender?

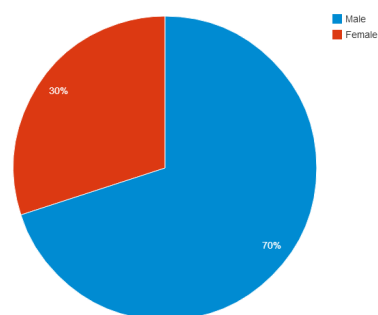
Answers: Responses:

Male 14 / 70%

Female 6 / 30%

TOTAL CLICKS 20

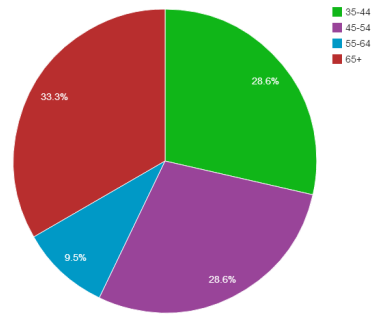
TOTAL RESPONSES 20



Question 24: Which of the following ranges includes your age?

Answers: Responses:

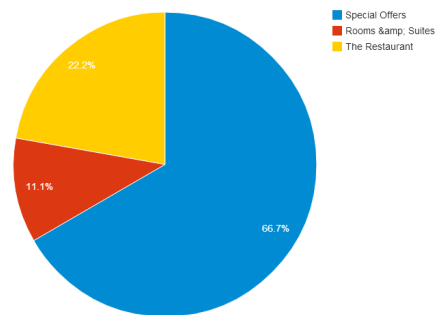
Under 18	0 / 0%
18-24	0 / 0%
25-34	0 / 0%
35-44	6 / 28.6%
45-54	6 / 28.6%
55-64	2 / 9.5%
65+	7 / 33.3%
TOTAL CLICKS	21
TOTAL RESPONSES	21



Question 25: Would you like to receive any further information from Lords of the Manor regarding?

Answers: Responses:

Special Offers	6 / 66.7%
Rooms & Suites	1 / 11.1%
The Restaurant	2 / 22.2%
Celebrations	0 / 0%
Weddings	0 / 0%
Business Events	0 / 0%
Christmas	0 / 0%
TOTAL CLICKS	9
TOTAL RESPONSES	6



Question 26: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	24	Nigel Hurst		5th February	nigelhurst158@btinternet.com
2	27	Michelle White	Travell	16th Feb	contactmichellewhite@hotmail.com
3	31	Jo Butler		21/02/2013	Jo@futureprogress.com
4	37	Paul Barfoot			
5	57	Brown		02/07/2013	Jill.brown99@sky.com
6	58	Helen Lansley		4th Feb 2013	Helen.lansley@btinternet.com
7	66	Judith Benges	Back Room	18th February 2013	the.benges@tiscali.co.uk
8	109	Bev Byard	Wrigley	19th July 2013	bevbyard@aol.com
9	115	fowler	sorry can't remeber	7/13/2013	sallyann.fowler@gmail.com
10	178	David and Libby Habershon	Con ...	7/13/2013	
11	196	Richard lacy		2/13/2013	richard.lacy@hotmail.co.uk
12	201	Gerry & Sue Robinson	8	2/19/2013	robinson@prestwood.fsworld.co.uk
13	212	Turton	Suite Waddingham	9th March	johnsturton@carlyleplc.co.uk
14	226	Norman Sanson		5/29/2013	
15	233	Clive and Maureen Richardson			cliver42@aol.com

Question 27: If you do not want us to publish your review online...

Answers:

... please select the box

TOTAL CLICKS

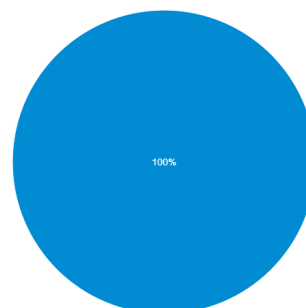
TOTAL RESPONSES

Responses:

7 / 100%

7

7



... please select the box