



#### Respondent details:

Fully completed? Yes

Date completed/last update: 16:49 24th Oct 2014

RID 1564

#### 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 checked="" 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](http://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:
Stayed at Careys a few years ago on many occasions but felt a little let down. First I booked this and stated it was for a birthday celebration & gave the name of the guest whose birthday it was. In room was a balloon and a small box of chocolates, a lovely touch but the card had the completely wrong name on so took away from the treat. Also booked french restaurant and emailed them again that special birthday celebration. No mention of this, until I said to friend Happy Birthday and the waiter said Oh is it your birthday, even though I had emailed. Little touches go a long way. Felt rooms not so much dated as a little shabby now. although beds very comfortable. Carpet stains, same in main restaurant when we had breakfast. Spa is nice, actually preferred it before, felt not as valued as sen spa customers. Needed a class of water after swimming, but had to go up stairs through changing rooms and down to get this, then told could not go back into spa with glass. Fair enough so walked back up and down stairs through changing room to get friend then trip back again to drink water then back again etc. As we were staying the night did not need to use changing rooms. Main building of hotel is fab and still love the rest room with lovely log fire. Booking in was good, French man (sorry don't know name) was superb, help us park car and very informative and friendly. Asking if you want a morning paper then saying we will charge you for this, is not what I would expect from this sort of hotel. Shame as we loved this place. Not sure if I would return again, it did not make us feel as special as previously. Hope you find this constructive, there were positive points but unfortunately on this occasion think this hotel now lacks that class.

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:
Answer not supplied

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed	<input checked="" type="checkbox"/>				
There was a good selection of products in my bathroom	<input checked="" type="checkbox"/>				
The room was cleaned to a high standard	<input checked="" type="checkbox"/>				

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

Answer:

Carpets stained and grubby.

Did you dine with us?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	

Did you use the SenSpa?

Answers:	Responses:
Yes	
No	<input checked="" type="checkbox"/>

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:

Presumed it was for hotel guessed use but was told in no uncertain terms that if we wanted to use it we would have to pay. Actually only wanted to view and was thinking of using hotel facilities for conference events.

Where did you dine?

Answers:	Responses:
The Manor Restaurant	
The Zen Garden	
Le Blaireau	<input checked="" type="checkbox"/>
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:

Missed an opportunity to wish guest happy birthday.  
Would have liked more variety on menu but what we had was good.

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:

Answer not supplied

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:
Yes, when we arrived a gentleman greeted us and told us to park at the front until we checked in. (think he was french). Very professional, polite and informative. Made us feel very welcomed. Reminded me of the staff who used to work at this hotel.

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:
Answer not supplied


Do you have any further comments?

Answer:
This has the potential to be a great hotel again but felt it has lost some of the previous charm.

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	

Please complete the following (optional):

Answer:
Dawes

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

Answers:	Responses:
... please select the box	