



Respondent details:

Fully completed? Yes

Date completed/last update: 05:29 28th Jul 2014

RID 1055

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 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 checked="" 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 type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.careysmanor.com	<input checked="" 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 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:
<p>Overall, I was rather disappointed with the hotel. Paying 300+ per night inclusive of a food allowance, I would have expected a materially better time given the kind of competition at that price bracket. On the plus side the food we ordered from the menu was excellent, beautifully cooked / and tasty but the actual selection list could be slightly better, particularly the wine list and at that price you're trying to compete with good london restaurants where it was a complete failure. On the negative side the overall food experience was appalling -- the dining room is badly in need of refurbishment -- just look at the ripped curtains, the wobbly lights and the MDF wobbly furniture, the waitresses need to be far better trained -- asking for iced water apparently means a warm bottle of water a glass of ice and then a bucket of ice -- what's wrong with cold bottles or ice in a jug of water???, white wine was about 5-10degrees too warm, not once did the waitresses serve the wine without asking, the waste dishes were left next to another diners table (2 tables away from us) for about 20-30minutes. On no account was this worthy of 2 rosettes. The spa was an intriguing experience let down by smelly steam rooms. The bedroom was fine except that the a/c in the room did not work.</p> <p>For this price bracket the dining needs to be significantly improved and you really need to refurbish the restaurant</p>

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:
The arrival experience was fine

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed		✓			
There was a good selection of products in my bathroom				✓	
The room was cleaned to a high standard			✓		

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

Answer:

Products in the room were limited, at the price bracket, I would have expected a fridge with milk in rather than UHT (thats B&B style) and a better selection of toiletries

Did you dine with us?

Answers:	Responses:
Yes	✓
No	

Did you use the SenSpa?

Answers:	Responses:
Yes	✓
No	

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:

Answer not supplied

Where did you dine?

Answers:	Responses:
The Manor Restaurant	✓
The Zen Garden	✓
Le Blaireau	
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:

See earlier comments, the Zen Garden was excellent, but please improve the wine list. The Manor Restaurant was a disaster, particularly given how few people were present on a Saturday night

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:

Ensure periodic visits take place, the facilities are great, but let down by the "steam room nasal experience" !! ;-)

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:
No, really let down by the dining experience

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:
Improve the dining experience, refurbish the restaurant and add extra products to the bedroom to make it a little bit more special. I don't see that you're worthy of a top 50 independent hotel place. I feel let down by the experience relative to the awards you've apparently received.

Do you have any further comments?


Answer:
Overpriced and too close to a basic 3 star hotel with a spa. Chose not to complain at the time, key reason for visiting was to relax with my wife and any dialogue would have been counterproductive.

What is your gender?

Answers:	Responses:
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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:
Chris Munn

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

Answers:	Responses:
... please select the box	