



Report Summary - 1st October 2014 - 31st December 2014

Survey: Lewtrenchard Manor Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 367

Created Time/Date: 06:34 25th Oct 2013

Filtered Responses: 37

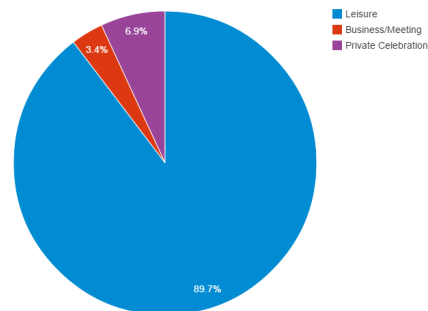
Modified Time/Date: 03:10 20th Sep 2014

Responses Excluded: 330

Question 1: Why did you stay with us?

Answers: Responses:

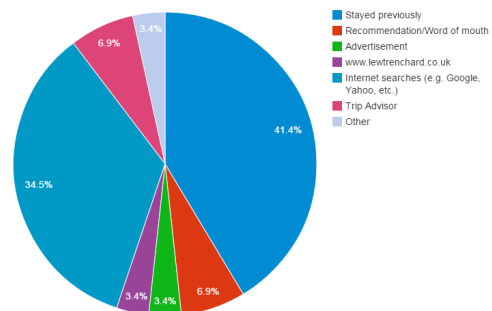
Leisure	26 / 89.7%
Business/Meeting	1 / 3.4%
Spa Break	0 / 0%
Wedding or Civil Partnership	0 / 0%
Private Celebration	2 / 6.9%
Other	0 / 0%
TOTAL CLICKS	29
TOTAL RESPONSES	29



Question 2: How did you hear about us?

Answers: Responses:

Stayed previously	12 / 41.4%
Recommendation/Word of mouth	2 / 6.9%
Lewtrenchard Manor emails	0 / 0%
Advertisement	1 / 3.4%
www.lewtrenchard.co.uk	1 / 3.4%
Internet searches (e.g. Google, Yahoo, etc.)	10 / 34.5%
Magazine/newspaper article	0 / 0%
Organisation booked	0 / 0%
Social Media (e.g. Facebook, Twitter, etc)	0 / 0%
Trip Advisor	2 / 6.9%
Other	1 / 3.4%



Answers: Result Set:

Pride of Britain	361
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TOTAL CLICKS 29

TOTAL RESPONSES 29

Question 3: How did you make your reservation?

Answers: Responses:

Called direct 19 / 70.4%

Emailed direct 5 / 18.5%

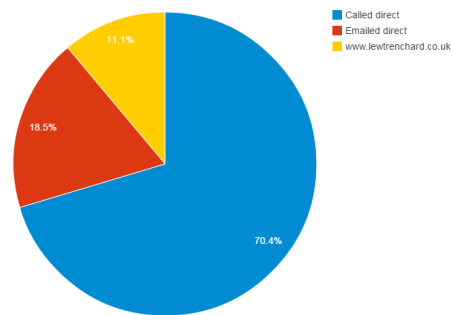
www.lewtrenchard.co.uk 3 / 11.1%

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

Other 0 / 0%

TOTAL CLICKS 27

TOTAL RESPONSES 27



Question 4: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Lewtrenchard Manor?	19 / 68%	7 / 25%	2 / 7%	0 / 0%	0 / 0%	28	0

Question 5: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at Lewtrenchard Manor in the future?	13 / 46%	9 / 32%	5 / 18%	0 / 0%	1 / 4%	28	0
recommend Lewtrenchard Manor to your friends and/or colleagues?	16 / 59%	6 / 22%	4 / 15%	0 / 0%	1 / 4%	27	0

Question 6: How would you summarise your experience at Lewtrenchard Manor?

Result Set: Response ID: Answers:

1	336	Absolutely fantastic. Thoroughly welcoming and warm reception greeting, together with the hospitality and service throughout my stay. The food and service was impeccable. Cannot wait to visit again. The mobile service could do with improvements though! :) Best wishes, Robert
2	337	Charming, relaxing, pleasant and friendly .
3	339	What an absolutely fantastic stay we had, the location, room and staff were amazing. Thank you. Darren, Libby & Berry Hutson-Pope
4	340	I am writing this on behalf of Andrea Ponti who I am sure had a great time at Lewtrenchard. Unfortunately, I haven't had time to ask him for his feedback but I trust all was well. I just wanted to say that from the person who made the booking that your staff are wonderful. They are all so helpful and friendly and it really made me feel at ease knowing that everything was sorted for Andrea and his guests.
5	341	OK
6	342	The staff were very helpful and efficient, it's good to have good service combined with informality. The setting is idyllic.
7	343	most enjoyable
8	344	we had a very comfortable and enjoyable stay at Lewtrenchard Manor. Our only comments being The restaurant food would benefit from being more wholesome and less Nouvelle cuisine. The menu was exciting but did not deliver. Both fish dishes being too salty with conflicting flavours. The atmosphere was as you say relaxed and cheerful.
9	345	The room was delightful, the food delicious, the family and others were all friendly and welcoming.
10	347	We stayed to celebrate our wedding anniversary as we'd had our reception at Lewtrenchard. Had a lovely stay, food was excellent and the hotel warm and cosy. Great staff, nothing too much trouble.

11	349	Lovely building with interesting history and good situation.it would be preferable for you to have tea making facilities In the room.we had an enjoyable supper and the dinning room was pleasant.We would have liked to do more at the hotel perhaps some form of out door pursuits.Clay shooting ,fishing archery are possibilities.
12	355	Super service. We had a lovely time - if I was going to mention two things - the room was a little tired in need of a touch up, plus there was no way to dampen the noise from the Gallery. Secondly unfortunately we both had a gastric upset when we arrived home - the food looked and tasted great, so not sure what it was.
13	358	Hotel premises delightful. Food good and service satisfactory. However,our stay was blighted by,what we considered , as impolite and unprofessional behaviour by the hotel owner, in the bar area. After our enjoyable dinner we adjourned to the small bar for drinks. Subsequently 2 further couples came in. All of us were seated, when the owner came in , remained standing for a long time speaking extremely loudly to just 1 couple. Eventually we felt too embarrassed to remain and left prematurely.
14	360	Great stay, very comfortable, good food and friendly staff. Accounting procedures could be improved as items either 'missed off' or added to 'the bill' .
15	361	Rather like coming home, warm and welcoming
16	362	Lovely surroundings, very comfortable room and communal areas most enjoyable. All staff extremely good and made us feel very welcome. Food exceptional!!!! All we expected and more of a beautiful character Country Manor Hotel.
17	363	lovely
18	366	Exceptional hosts, lovely dinner and breakfast and very comfortable
19	367	Most enjoyable
20	368	The hotel seems like something from an earlier, more gracious era. At dinnertime, if you wish, you can order your meal while relaxing and having a drink or glass of wine in the lounge, and proceed to your table when the first course is ready. The cuisine is excellent. The hotel and restaurant staff is extremely helpful, competent and friendly. Our room (the Nonington) was large, clean, and very comfortable. The hotel has extensive grounds and is very quiet, and its location is convenient for exploring Dartmoor. I hope to go back someday for a longer stay.
21	369	It was beyond my expectations - absolutely fabulous could not fault it. Thank you so much for the upgrade f the Prince Rupert suite. I will definitely be visiting you again - maybe some availability similar to last year's arrangement? Thank you once again for your high standard of hospitality
22	370	Much better than our previous stay (4 years ago when it was run by von Essen). Beyond that, we're not able to judge as we stayed only one night, so did not have the opportunity to experience all that was available.

TOTAL RESPONSES

22

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	20 / 71%	8 / 29%	0 / 0%	0 / 0%	0 / 0%	28	0
The ambience, design and interior decoration appealed to me	19 / 68%	6 / 21%	3 / 11%	0 / 0%	0 / 0%	28	0
The atmosphere was warm and friendly	20 / 71%	5 / 18%	3 / 11%	0 / 0%	0 / 0%	28	0

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

Result Set: Response ID: Answers:

1	336	Everything was fantastic, including the weather! It would be great to know what bats are resident in the old dove cote / annex... Thank you Robert
2	337	Everything most helpful and welcoming .
3	341	No
4	343	no
5	344	It was lovely to be welcomed by a friendly face offering all sorts of things to make us feel at home and welcome.
6	345	Very welcoming front desk to both us and our dog
7	349	We could have been shown round the public rooms.

8	355	Last time we stayed we were greeted by a pot of tea in front of the fire. This time though the tea tray was brought to our room very speedily
9	361	No everything was very good
10	362	We were greeted at the door by a charming lady who made us feel at home immediately and as we had pre booked afternoon tea which she was aware of without us asking. After a long journey the afternoon tea we had was simply great.
11	363	well received and very helpful
12	369	Absolutely first class
13	370	No - pre-arrival contact (booking by telephone and follow-up by e-mail) was simple and effective.
TOTAL RESPONSES		
13		

Question 9: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The room was luxurious and well appointed	11 / 41%	14 / 52%	2 / 7%	0 / 0%	0 / 0%	27	0
There was a good selection of products in my bathroom	11 / 42%	12 / 46%	2 / 8%	1 / 4%	0 / 0%	26	0
The room was cleaned to a high standard	13 / 48%	13 / 48%	1 / 4%	0 / 0%	0 / 0%	27	0

Question 10: Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

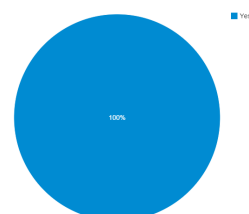
Result Set: Response ID: Answers:

1	335	Tea/coffee-making facilities should be in the room as standard. Other establishments not only provide this as standard, but often add extra touches like luxury biscuits and locally-made liquers.
2	336	Everything was perfect, the maid was friendly and evening gave me a lift to the top of the hill to make a phone call!
3	339	A fridge would have been beneficial as we had a baby.
4	341	View not impressive and not part of the main house.
5	343	needed a more comfortable arm chair to sit in .the small couch too uncomfortable for reading
6	344	I have forgotten the name of our room. It was the disabled room. It would benefit from more shelving in the bathroom to put cosmetics on.
7	345	Fabulous shower, comfy bed, lovely linen, very quiet and peaceful
8	355	Some paint work needed touching up.
9	361	No
10	362	St. Gertrude - lovely comfortable bed & duvet - very good nights sleep. TV could be a little larger as when watching from bed when one has poor eyesight becomes a little difficult. Bathroom could do with effective extractor.
11	369	Prince Rupert - absolutely wonderful!
TOTAL RESPONSES		
11		

Question 11: Did you dine with us?

Answers: Responses:

Yes	27 / 100%
No	0 / 0%
TOTAL CLICKS	
27	
TOTAL RESPONSES	
27	



Question 12: Did you use the Spa facilities?

Answers: Responses:

Yes 0 / 0%

No 0 / 0%

TOTAL CLICKS 0

TOTAL RESPONSES 0

Question 13: Where did you dine?

Answers: Responses:

Table d'Hôte 19 / 79.2%

Tasting Menu 2 / 8.3%

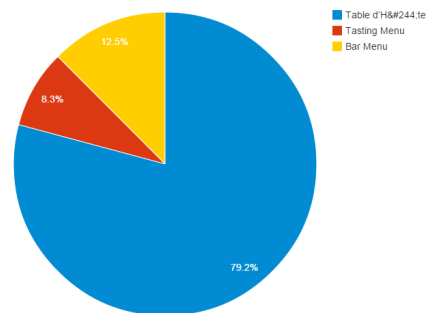
Bar Menu 3 / 12.5%

Private Dining 0 / 0%

Function Room 0 / 0%

TOTAL CLICKS 24

TOTAL RESPONSES 24



Question 14: In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The food was excellent	15 / 56%	7 / 26%	3 / 11%	2 / 7%	0 / 0%	27	0
The service was friendly & professional	17 / 63%	8 / 30%	2 / 7%	0 / 0%	0 / 0%	27	0
The overall dining experience was exceptional	14 / 52%	6 / 22%	6 / 22%	1 / 4%	0 / 0%	27	0

Question 15: Do you have any other comments regarding Lewtrenchard Manor as a dining venue?

Result Set: Response ID: Answers:

1 334 After our long journey we would have liked just a small menu. Pasta or maybe even just a salad. The menu was good, but too much.
The wine I tasted was very good.

2 335 The hushed tone and charmless waiting staff made dining most uncomfortable.

3 336 Perfect as it stands! Is the Purple Carrot still available?

4 340 Again, I assume all went well but cannot say as I have not discussed with Andrea.

5 341 No

6 342 It would be good to have the option of a light meal served in the dining room in the evening. We enjoyed our bar meals, but might have liked to sit at a table in the dining room.

7 343 no

8 344 Have put dinning experience in previous box

9 345 Loved the amuse bouche between courses, very appealing menu.

10 349 All to a good standard but not exceptional.

11 355 See previous - although the food looked and tasted superb and the service was excellent

12	361	No everything was excellent
13	362	It was great to meet Matthew your Chef who is clearly passionate about his profession and we want to experience 'Chefs Table' at the 'Purple Carrot' when we next visit! Can't wait.
14	369	Not to be missed!
15	370	Only the one we made in conversation over coffee that evening - that there should have been a little more by way of vegetables.
TOTAL RESPONSES		
15		

Question 16: Why did you visit the Spa at Lewtrenchard Manor?

Answers:	Responses:
General use of Facility	0 / 0%
Treatment	0 / 0%
Spa day	0 / 0%
Day package	0 / 0%
TOTAL CLICKS	0
TOTAL RESPONSES	0

Question 17: In regards to the Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly and professional	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The facilities were of a high standard	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The overall spa experience was exceptional	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
The quality of the treatments were of a high standard	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 18: Do you have any other comments regarding the Spa at Lewtrenchard Manor?

Result Set: Response ID: Answers:

TOTAL RESPONSES

0

Question 19: 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 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
We were able to access the internet easily	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Refreshments were delivered as requested	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0
Our business meeting requirements were met	1 / 100%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1	0

Question 20: Do you have any other comments regarding Lewtrenchard Manor as a business venue?

Result Set: Response ID: Answers:

1	336	The WiFi was excellent - thank you for letting me use this during lunch after my stay; it's great that it works in the courtyard! The mobile reception needs improvement (already mentioned) ;)
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TOTAL RESPONSES1

Question 21: 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	21 / 78%	5 / 19%	1 / 4%	0 / 0%	0 / 0%	27	0
Were attentive to my needs	21 / 78%	5 / 19%	1 / 4%	0 / 0%	0 / 0%	27	0
Made me feel well looked after	21 / 78%	4 / 15%	2 / 7%	0 / 0%	0 / 0%	27	0

Question 22: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1	334	We all liked to stay at Lewtrenchard Manor very much.
2	336	The room maid was very sweet and kind and saw me walking up the hill, she kindly offered me a lift on to high ground to make a phone call in signal. The reception staff were also fantastic and engaging. Thank you to everyone. Thanks again
3	341	No
4	342	The receptionist who gave us directions through Tavistock – very good directions. so good to have people with local knowledge who care about getting things right.
5	343	no
6	345	Everyone was friendly.
7	347	The waiting staff in the restaurant were excellent, not always the case with younger staff in other hotels. Trained to a very high standard. Attentive but not intrusive.
8	354	The duty receptionist always went out of her way to make sure we were happy (sorry did not get her name but she wore a black trouser suit and glasses)
9	355	The waiting staff at dinner - quietly efficient
10	361	Senior receptionist who was very helpful with advise on visiting areas and Mr Murray senior who looked after us in the Bar!
11	362	Everyone was lovely no matter when or where we encountered them from your cleaning staff to reception!
12	363	The owners, they helped me with a problem in the car.
13	364	Receptionist
14	369	All excellent but the lady on Reception was particularly attentive

TOTAL RESPONSES14

Question 23: When you were leaving

Strongly Agree	Agree	Neither Agree Nor	Disagree	Strongly Disagree	Total Responses	Not Answered
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			Disagree				
You were sad to leave	12 / 44%	9 / 33%	6 / 22%	0 / 0%	0 / 0%	27	0
The final account was accurate	11 / 42%	12 / 46%	1 / 4%	1 / 4%	1 / 4%	26	0

Question 24: How did your experience with us meet with your expectations?

Answers: Responses:

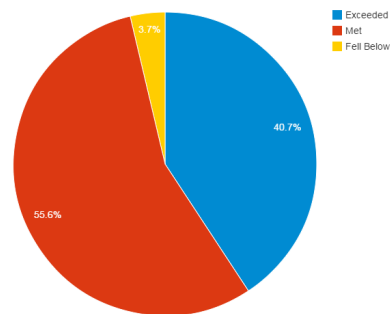
Exceeded 11 / 40.7%

Met 15 / 55.6%

Fell Below 1 / 3.7%

TOTAL CLICKS 27

TOTAL RESPONSES 27



Question 25: Was there anything else that we could have done to enhance your overall experience?

Result Set: Response ID: Answers:

1 336 N/A

2 337 Our two mattresses were of uneven depth, thus not so comfortable as should have been.

3 341 Room at the front of the main house

4 342 see note re dining

5 343 no

6 345 No, I think everything was lovely. Maybe you could consider stocking Fever-tree tonic water, that would be my only recommendation.

7 349 Rearrangement of sofas in snug and tea on arrival.

8 355 Pot of tea on arrival?

9 361 No

10 362 No quite honestly your overall 'home from home' and staff who are exceptional people could not be better.

11 363 Everything was excellent

12 369 Absolutely nothing

TOTAL RESPONSES

12

Question 26: Do you have any further comments?

Result Set: Response ID: Answers:

1 334 I thank you very much

2 336 Hope to see you soon!

3 341 No

4 342 We enjoyed the longish walk we took following your directions, but it might be worthwhile checking that the info re gates/paths in the woodland is up-to-date.

5 343 no

6 344 The carrot cake at tea time was delicious!

7 345 the breakfast was superb!

8 360 Receipt of this survey is too long after the event. Ideally this should be received within 48hrs.

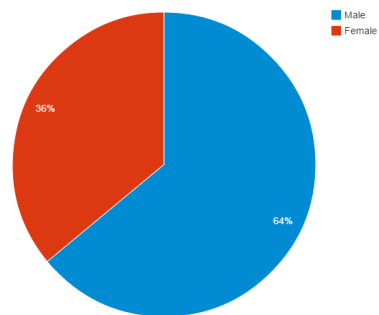
9	362	We only wish we could come more often if you were closer we would be regular diners. We did relay to your Chef and Reception staff we had better food than Amberley Castle, Bailiffscourt and South Lodge all close to us in Sussex where we have dined regularly.
10	369	Will recommend to anyone this wonderful experience and location
11	370	Our impression was that the hotel was finding its way back from the von Essen disaster but had not got all the way yet. However, such things do take time and I have every hope it will complete the process. Please note that, although I have provided my details overleaf, the answers given to this survey are the combined views of my wife and me.

TOTAL RESPONSES

11

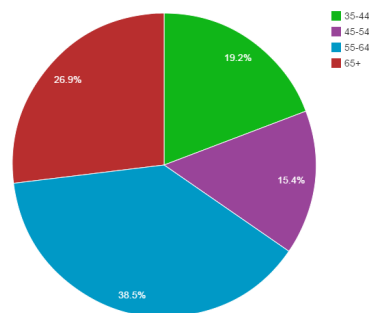
Question 27: What is your gender?

Answers:	Responses:
Male	16 / 64%
Female	9 / 36%
TOTAL CLICKS	25
TOTAL RESPONSES	25



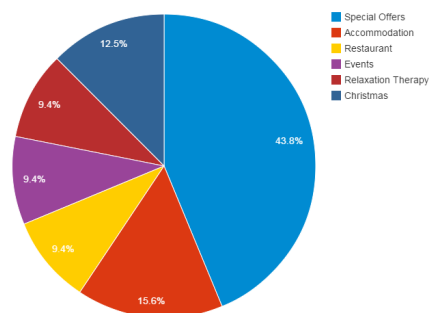
Question 28: Which of the following ranges includes your age?

Answers:	Responses:
Under 18	0 / 0%
18-24	0 / 0%
25-34	0 / 0%
35-44	5 / 19.2%
45-54	4 / 15.4%
55-64	10 / 38.5%
65+	7 / 26.9%
TOTAL CLICKS	26
TOTAL RESPONSES	26



Question 29: Would you like to receive any further information from Lewtrenchard Manor regarding?

Answers:	Responses:
Special Offers	14 / 43.8%
Accommodation	5 / 15.6%
Restaurant	3 / 9.4%
Weddings	0 / 0%
Events	3 / 9.4%
Conferences	0 / 0%
Relaxation Therapy	3 / 9.4%
Christmas	4 / 12.5%
TOTAL CLICKS	32
TOTAL RESPONSES	32



Question 30: Please complete the following (optional):

Result Set:	Response ID:	Guest Name::	Room Number::	Departure date::	Email Address::
1	334	Philipp Ess	can't remember	16.09.2014	philipp.ess@me.com
2	337	George and Heather Hurley	St. Gertrude	2nd September	Hurleyminver@btinternet.com
3	339	Darren	Warrington suite	19.10.2014	Darren.pope@yahoo.co.uk
4	342	Louise Hashemi	Siyahambe (sp?)	29.9.14	louise.hashemi10@ntlworld.com
5	344	Elizabeth Troup		27th September 2014	
6	345	Bridget Petty		30th September 2014	bridget@jpsprint.co.uk
7	347	Paul & Julie Hooper	Merrial	5th October 2014	ph4256@yahoo.com
8	349	Brian.Ellory	Seymour	20th October	brian@ellory.co.uk
9	354	Brazill	Nonnington Suite	10 Oct 2014	Bob.suebrazill@btopenworld.com
10	361	Dorothy			
11	362	Mr & Mrs Peter Hughes	St. Gertrude	9 October 2014	peter.hughes2008@btinternet.com
12	363	jesus montalban peña		5-10-2014	jmontalban@mailpersonal.com
13	366	Donald and Amanda Clarke		Sunday 12th October	don@daclarke.co.uk
14	367	Joan MAnson		13th October 2014	jcchaddesley@gmail.com
15	368	Kevin McMahon	Nonington	9/30/2014	kevinmcm5@optonline.net
16	369	Peggy Cherrington	Rupert Suite		peggy@pcherrington.plus.com
17	370	Michael Hill	Lyndhurst classic room	19/10/14	michaelrd.hill@btinternet.com

Question 31: 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

