



#### Respondent details:

Fully completed? Yes

Date completed/last update: 15:57 3rd Aug 2014

RID 1078

#### 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 checked="" 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 checked="" 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	
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>Good food, apart from breakfast which was poor. Service was at best average, staff need training. Spa was very good. Room was promoted as a suite, it wasn't, a good sized room, but no more. Manor House restaurant needs refreshing, the bar area is poorly designed, the brasserie was the best environment to eat in.</p> <p>Overall the room rate was too high for the quality of the room, the hotel facilities, apart from the spa. Food prices were fine, but the staff were pleasant but untrained.</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:
Staff were not professional.

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:
We were in room 37, branded a garden suite, it was not a suite. Not even a mini bar. Bathroom was small, functional, but hardly spacious, not suitable for a suite.

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:

Food good, apart from breakfast, which just rubbish really. The service was poor, willing staff but no training. The ambience in the Manor restaurant was missing.

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:

Just the best part of the hotel. Need to sort out the bedding arrangements, too mint people dumped towels on a bed and then went off for treatments. Not a bid issue with nice weather, but in poor weather it will be a problem.

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 one was outstanding. Not impressed with a member of the bar staff bring the spa cuddling his girlfriend all afternoon.

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:
Give the Manor House a facelift, train the staff, reprice the rooms. There is a lot of competition in the New Forest, Careys Manor will lose out if it doesn't sort out a decent marketing strategy.

Do you have any further comments?


Answer:
Won't be rushing back, unless there are some improvements, nice setting, spa is very good. Rooms are tired, the Manor Restaurant needs a refurb and the staff need training.

What is your gender?

Answers:	Responses:
Male	✓

Female	
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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:
Paul Smith

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

Answers:	Responses:
... please select the box	