

#### Respondent details:

Fully completed? Yes

Date completed/last update: 01:22 18th Nov 2014

RID 3616

#### What was the primary purpose of visit?

| Answers:               | Responses:                          |
|------------------------|-------------------------------------|
| Celebration            |                                     |
| Relaxation             | <input checked="" type="checkbox"/> |
| Staying in hotel       |                                     |
| Other (please specify) |                                     |

#### How did you hear about us?

| Answers:                 | Responses:                          |
|--------------------------|-------------------------------------|
| Stayed previously        | <input checked="" type="checkbox"/> |
| Recommendation           |                                     |
| Word of mouth            |                                     |
| Member                   |                                     |
| Advertisement            |                                     |
| www.rockliffehall.com    |                                     |
| Internet search          |                                     |
| Travel Agent             |                                     |
| Magazine article         |                                     |
| Organisation booked      |                                     |
| Social Media             |                                     |
| Trip Advisor             |                                     |
| 3rd Party Travel Website |                                     |
| Rockliffe Hall emails    |                                     |
| Other                    |                                     |

#### How did you book?

| Answers:                               | Responses:                          |
|--|-------------------------------------|
| Direct via telephone or email          | <input checked="" type="checkbox"/> |
| Direct via website (www.rockliffe.com) |                                     |

|                   |  |
|-------------------|--|
| 3rd Party Agent   |  |
| 3rd Party Website |  |
| Other             |  |

How would you rate the reservation process in terms of...?

|                        | Excellent | Good | Fair | Poor |
|------------------------|-----------|------|------|------|
| Friendliness           | ✓         |      |      |      |
| Quality of information | ✓         |      |      |      |
| Efficiency             |           | ✓    |      |      |

Do you have any other comments regarding the booking process?

|   |
|---|
| Answer:   |
| Telephone bookings are sometimes difficult to receive an immediate response from and line is frequently engaged. I have previously encountered difficulties being transferred from reception to the spa. However the staffs telephone etiquette is one of the best which I have encountered, as is their sales communication at the desk. |

How would you rate...

|   | Excellent | Good | Fair | Poor |
|---|-----------|------|------|------|
| your overall experience at The Spa at Rockliffe Hall? | ✓         |      |      |      |

How likely are you to...

|  | Definitely Yes | Yes | Maybe | No | Definitely Not |
|--|----------------|-----|-------|----|----------------|
| visit us again at The Spa at Rockliffe Hall in the future?             | ✓              |     |       |    |                |
| recommend The Spa at Rockliffe Hall to your friends and/or colleagues? | ✓              |     |       |    |                |

How would you rate the following in regards to your arrival?

|           | Excellent | Good | Fair | Poor |
|-----------|-----------|------|------|------|
| Welcome   | ✓         |      |      |      |
| Reception | ✓         |      |      |      |

Do you have any other comments regarding your arrival experience?

|  |
|--|
| Answer:  |
| I would've liked the opportunity of ordering a light snack somewhere by the spa area, as I'm short on time at the spa due to work commitments. Plus I usually prefer to visit on my own. Therefore the bistro is not a suitable option for my requirements and I was a little hungry after treatments and spa visit. |

How would you rate the following in regards to bathing?

|                                 | Excellent | Good | Fair | Poor |
|---------------------------------|-----------|------|------|------|
| Changing rooms                  | ✓         |      |      |      |
| Swimming pool                   | ✓         |      |      |      |
| Butler service                  |           | ✓    |      |      |
| Hydro pool                      |           |      | ✓    |      |
| Heat (and cold) treatment rooms | ✓         |      |      |      |

Do you have any other comments regarding bathing?

Answer:

Myself and other guests were unsure of hydro pool cycle. We all mentioned it didn't appear very frequent on many of jets and so didn't use much. There were repair men fixing it during my visit.

How would you rate the following in regards to the gym?

|                 | Excellent | Good | Fair | Poor |
|-----------------|-----------|------|------|------|
| Facilities      |           |      |      |      |
| Fitness Classes |           |      |      |      |
| Friendliness    |           |      |      |      |

Do you have any other comments regarding the gym?

Answer:

I didn't visit gym so can't comment

How would you rate the following in regards to the treatments?

|                   | Excellent | Good | Fair | Poor |
|-------------------|-----------|------|------|------|
| Treatments menu   |           | ✓    |      |      |
| Therapist         | ✓         |      |      |      |
| Relaxation lounge | ✓         |      |      |      |
| Spa boutique      | ✓         |      |      |      |

Do you have any other comments regarding the treatments?

Answer:

I have re-booked as therapist was one of the best I have experienced in years of seeing therapists. I believe her name was Sophie?

How would you rate the following in regards to the Brasserie?

|                    | Excellent | Good | Fair | Poor |
|--------------------|-----------|------|------|------|
| Food               |           |      |      |      |
| Service            |           |      |      |      |
| Overall experience |           |      |      | ✓    |

Do you have any other comments regarding the Brasserie?

Answer:

Unable to access due to reasons statedvearlier

How would you rate the following in regards to your checkout?

|              | Excellent | Good | Fair | Poor |
|--------------|-----------|------|------|------|
| Friendliness | ✓         |      |      |      |
| Efficiency   | ✓         |      |      |      |

Do you have any other comments regarding your check out?

Answer:

Excellent friendly and accommodating staff.

How did your experience with us meet with your expectations?

| Answers:   | Responses: |
|------------|------------|
| Exceeded   | ✓          |
| Met        |            |
| Fell Below |            |

What are the highlights of the spa?

Answer:

Treatments and relaxation/sleep room. It was quiet and peaceful. I may have been lucky with day I selected I.e. no hen parties! Although I enjoy a good hen party, I prefer not to have to experience the chaos of one if I'm not part of it at a spa , as have chosen to come for relaxation. I believe spa should schedule quiet times rather than booking be based on luck!

What would make you return?

Answer:

Guaranteed relaxation and peace? Plus perhaps opportunity of a small light snack without in convince and time required for bistro.

Is there a member of the team who exceeded your expectations? If so, please state their name(s).

Answer:

Yes the therapist was excellent. I believe she was named Sophie. I have re booked with her this Friday as she was exceptional and really understood how to deliver a deep tissue massage. Not many therapists understand this. i myself in twenty years of therapists have only once experienced such a good therapist. that particular one was in a five star hotel also, but in Italy - Lake Garda. A little tricky to re-book! I am a client who works 50 hour weeks in a management position so stress relief is very important to me. Sophie fully understood this and had a great informal and direct manner, which I appreciated.

Do you have any other comments regarding your spa experience?

Answer:



Your staff are exceptional and well trained.

Please complete the following (optional)

Answer:

Samantha Smith

Would you like to receive any further information from Rockliffe Hall regarding?

| Answers:                | Responses:  |
|-------------------------|---|
| Accommodation           |   |
| Memberships             |  |
| Dining                  |   |
| Spa                     |  |
| Golf                    |   |
| Weddings                |   |
| Events                  |   |
| Business & Conferencing |   |
| Christmas               |   |