



SERVICE EXCELLENCE REPORT

Overall Score
90.6%

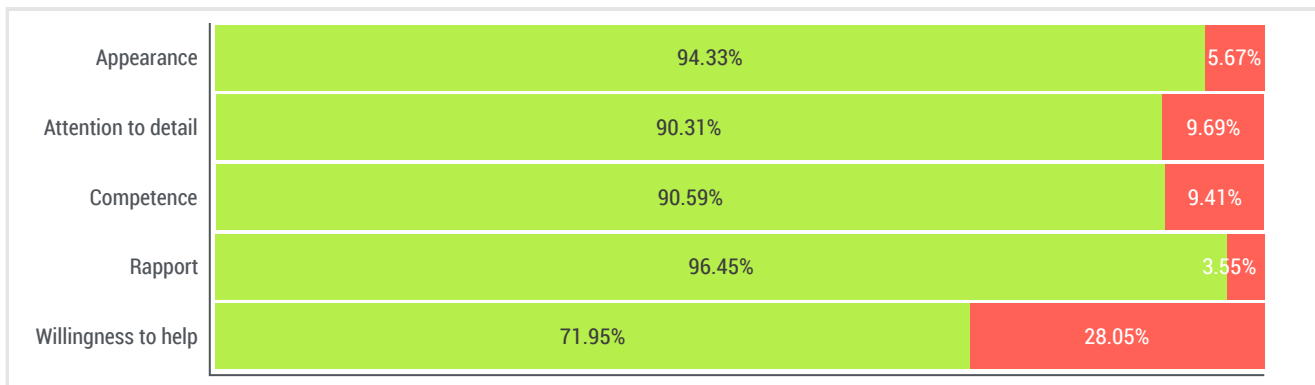


Norfolk Royale Hotel
Visit Date: 2019-01-21
Time: 15:10:00
Location: Richmond Hill

Overview Comment

From arrival to departure the hotel staff were welcoming and made me feel welcomed. I think something went wrong with our room service order, but it was resolved quickly and with apologies. There were a few minor issues with the room, but it was comfortable, and on the plus side there were some really great touches (a bow in the tissue box in the bathroom for example, the sewing kit, the huge TV, the good internet, the European plug socket in the bedroom.) On the down side the lift at the front of the property felt it had seen better days, and unfortunately this is part of the first impression. Food was plentiful and of good quality. The staff were genuinely helpful and engaged and at the end of the day, they are the team that make the customer feel special.

Skills Profile Scores: Overall

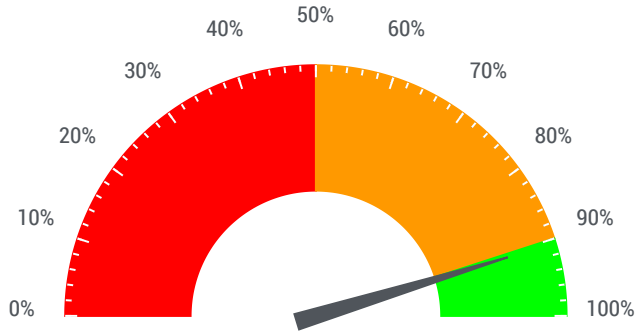


Skills Profile Scores: Staff Members Encountered

	Carmen (by telephone) Booking and checkout.	Andrea	Dimitri (Restaurant)	Max	Average %
Willingness to help	10/10	10/10	10/10	10/10	100.0%
Attention to detail	9/10	9/10	10/10	10/10	95.0%
Appearance	10/10	10/10	10/10	10/10	100.0%
Rapport	10/10	10/10	10/10	10/10	100.0%
Competence	9/10	9/10	10/10	10/10	95.0%

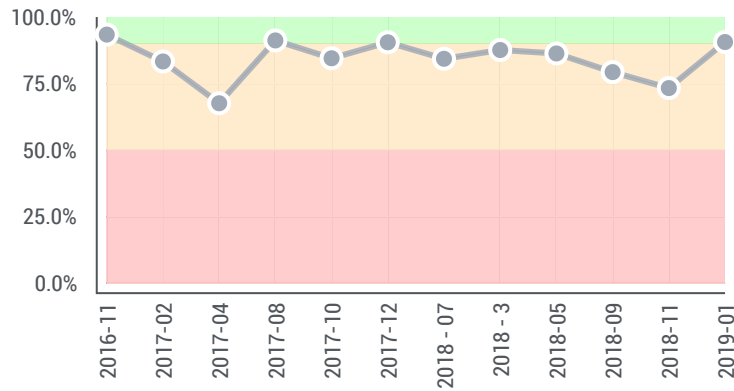


SURVEY SCORE



90.6%

OVERALL TREND



YOUR RANK

CURRENT	PREVIOUS	DIFF.
COMPANY OVERALL		
1 (of 1)	1 (of 1)	
NATIONAL		
1 (of 1)	1 (of 1)	

CURRENT: 2019-01
 PREVIOUS: 2018-11



SECTION SUMMARY

		CURRENT	PREVIOUS	DIFF.	
Telephone		92.3%	56.3%	36.1%	✓
Check-In		85.7%	81.8%	3.9%	✓
Bedroom		91.1%	84.4%	6.7%	✓
Bar		100.0%	80.0%	20.0%	✓
Public Toilets		100.0%	100.0%	-	
Restaurant Dinner		87.9%	77.5%	10.4%	✓
Room Service		75.0%	88.2%	-13.2%	!
Restaurant Breakfast		100.0%	69.6%	30.4%	✓
Departure		93.8%	50.0%	43.8%	✓
Leisure		80.0%	72.0%	8.0%	✓
Reflections		100.0%	0.0%	100.0%	✓
TOTAL		90.6%	73.3%	17.3%	✓

SCORED MISSING

CURRENT: 2019-01
 PREVIOUS: PREVIOUS SURVEY (2018-11)

PERFORMANCE BY QUESTION

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
TELEPHONE	92.3%	56.3%	64.3%	66.7%	69.0%
Was the phone answered within 4 rings?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Were you acknowledged with an acceptable verbal greeting? (Eg. Hello, Good Evening etc.)	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was this followed by 'How may/can I help you?'	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If applicable, were you connected with reservations within 15 seconds?	-	0 / 5	-	-	0.0%
Were you asked for your name, address and post code?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were you asked for your telephone number?	0 / 5	5 / 5	5 / 5	5 / 5	75.0%
Were you asked to guarantee your booking? If so how?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Were you asked 'How did you hear about us?'	5 / 5	0 / 5	5 / 5	0 / 5	50.0%
After negotiating what rate did you accept?	-	0 / 0	-	-	-
Were you offered directions to the hotel?	-	0 / 5	5 / 5	5 / 5	66.7%
Were you offered dinner?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the telephonist have a friendly and welcoming nature?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Once your name was taken was it used again during the conversation?	5 / 5	0 / 5	0 / 5	0 / 5	25.0%
Did the telephonist(s) demonstrate a genuine willingness to help?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the person knowledgeable of the hotel, its services and its facilities?	5 / 5	5 / 5	-	0 / 5	66.7%
If your scenario offered an opportunity for the telephonist to 'upsell', did he/she try to sell any additional services?	-	0 / 5	0 / 5	0 / 5	0.0%
Did the telephonist thank you at the end of the booking procedure?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
CHECK-IN	85.7%	81.8%	77.3%	76.2%	80.2%
Was the immediate outside of the premises clean and free from litter?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the entrance doors clean and smear free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the entrance lobby clean and free from visible dust?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was your presence acknowledged immediately at the reception?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Were you acknowledged with a verbal greeting?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged with a smile?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged with eye contact?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
On giving your name was the reservation card ready to sign?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the reservation correct?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
! Were you asked if you required a newspaper?	0 / 5	5 / 5	0 / 5	0 / 5	25.0%
! Were you asked if you required an early morning call?	0 / 5	5 / 5	0 / 5	0 / 5	25.0%
Were you offered a table for dinner?	5 / 5	5 / 5	5 / 5	-	100.0%
If not immediately obvious, were you told where the Bar and Restaurant were situated?	-	0 / 5	5 / 5	5 / 5	66.7%
Did the receptionist offer assistance with your luggage?	0 / 5	5 / 5	0 / 5	0 / 5	25.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
Did the receptionist wish you an enjoyable stay?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Was the appearance of the reception staff neat and tidy?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
At the end of the transaction did the receptionist smile?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was your name used at least once?	5 / 5	0 / 5	0 / 5	0 / 5	25.0%
Was the receptionist friendly and welcoming?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the receptionist show a genuine willingness to help?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the reception staff handle your transaction efficiently?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Do the overall tangible aspects of this department meet your expectations? (Eg. Standard of furnishings, cleanliness, tidiness, decor, staff uniforms etc.)	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
BEDROOM	91.1%	84.4%	97.7%	96.5%	92.1%
Were the halls clean, tidy and free from visible dust?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did your key work without any problem in the door?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
On entering was the room fresh smelling?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the room at a comfortable temperature?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Was the floor clean and free from visible dust?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the windows clean and smear free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the mirrors clean and smear free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the pictures on the wall dust free and clean?	0 / 5	5 / 5	5 / 5	5 / 5	75.0%
Is adequate seating and working space available at a dressing/writing table and with adequate lighting?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you able to establish an Internet connection easily and quickly?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the download speed acceptable?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Were you able to charge a lap top and a mobile phone so that they are still accessible from the bed?	0 / 5	0 / 5	5 / 5	5 / 5	50.0%
Was the bed neat and tidy?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the floor underneath the bed clean and dust free?	0 / 5	0 / 5	5 / 5	5 / 5	50.0%
Were the following available in the room: At least 6 coathangers?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
A 'Do not disturb' sign?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
A sign giving instructions in case of fire?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
At least one telephone with instructions?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was a note pad and pen available in the room?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Hotel facilities brochure?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the hotel directory useful?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Local tourist information? If not in the room, then was it available from reception?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If applicable, a mini bar - fully stocked or instructions on how to obtain stock?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the television fully operational and easy to use?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the bathroom floor clean and free from dust?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the walls clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the mirror clean and smear free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the wash handbasin clean and chrome sparkling?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
! Was the bath clean and chrome sparkling?	0 / 5	5 / 5	0 / 5	5 / 5	50.0%
Was the shower working efficiently and easy to operate?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the shower curtain and bath mat clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the following towels available: hand and bath?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were there complimentary toiletries in the bathroom?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was there a spare toilet roll?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did all appliances work properly? Eg. Kettle, Trouser Press etc.	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were all glasses in the room/bathroom clean and smear free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the soft furnishings free from evidence of wear and tear?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the curtains dressed neatly including net curtains?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the room environment generally comfortable and relaxing?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
During the night was the noise level acceptable?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the mattress comfortable and the general quality of the bed acceptable?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did you sleep satisfactorily and was your sleeping experience a positive one?	5 / 5	0 / 5	5 / 5	0 / 5	50.0%
Did the room represent value for money overall?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were any belongings on the bedside table(s) or bathroom vanity shelf left untouched?	-	5 / 5	-	-	100.0%
Did the room attendant say good morning/afternoon/evening in a friendly manner?	5 / 5	-	-	-	100.0%
Do the overall tangible aspects of this department meet your expectations? (Eg. Standard of furnishings, cleanliness, tidiness, decor, staff uniforms etc.)	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
BAR	100.0%	80.0%	62.5%	85.0%	82.2%
Did the bar person acknowledge you with a smile?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Did the bar person acknowledge you with eye contact?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Was the bar person friendly and welcoming?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were upselling techniques applied?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Did the bar person show an interested attitude and a genuine willingness to help?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was your drink served in a cold glass?	5 / 5	5 / 5	-	5 / 5	100.0%
Was the drink given to you without any spillage?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the bar surface clean and dry?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the bar well stocked with bottle labels facing forward?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the floor clean and litter free?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you asked to sign for your room account drinks?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you asked if you had a restaurant reservation?	-	0 / 5	-	0 / 5	0.0%
If applicable, was the background music playing appropriate?	5 / 5	5 / 5	-	5 / 5	100.0%
Did the drink meet your expectations?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
When finished with your first drink, were you asked if you would like another drink?	-	0 / 5	0 / 5	0 / 5	0.0%
Were the tables being cleared promptly?	5 / 5	0 / 5	0 / 5	5 / 5	50.0%
Was the service of a professional standard?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were all staff neat and tidy in appearance?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you thanked and wished goodbye on leaving the bar?	-	0 / 5	-	5 / 5	50.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
Do the overall tangible aspects of this department meet your expectations?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
PUBLIC TOILETS	100.0%	100.0%	66.7%	100.0%	91.7%
Were the toilets fresh smelling?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the walls free from marks?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the floors clean and dry?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the mirrors clean and smear free?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were the wash handbasins clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were all taps and rails polished to a high standard?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If applicable, were the urinals clean and unblocked?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the cubicles clean?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were the cubicles (floor, walls, ceiling and fixtures) in good repair?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were the toilets free from maintenance problems?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Was there sufficient toilet tissue available?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was there adequate soap available?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If applicable, were additional toiletries (tissues, hand lotion, etc) well presented and in good supply?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the hand drying facilities work?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Do the overall tangible aspects of this department meet your expectations?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
RESTAURANT DINNER	87.9%	77.5%	80.6%	88.9%	83.6%
Was a current menu on display?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you greeted by a waiter/ress when entering the restaurant?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged with a smile?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were you acknowledged with your name once you told them it?	0 / 5	0 / 5	-	0 / 5	0.0%
Were you shown to your table?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you handed a menu and wine list?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the waiter/ress have a good menu knowledge?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Did the member of staff promote any specials or make recommendations?	-	0 / 5	0 / 5	0 / 5	0.0%
Was an attempt made to sell extra items from the menu?	-	0 / 5	0 / 5	0 / 5	0.0%
Was the table set up correctly?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the table clean and free from crumbs?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the waiter/ress maintain eye contact?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the wine arrive before your meal?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the waiter/ress let you try the wine?	5 / 5	0 / 5	-	0 / 5	33.3%
Did your starter arrive after a reasonable time?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If more than one diner, did the waiter/ress remember who had ordered which starter?	5 / 5	5 / 5	-	-	100.0%
Did your starter meet your approval?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the starter cleared within 1-5 minutes of finishing it?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the main course arrive within reasonable time of the starter being cleared?	0 / 5	5 / 5	5 / 5	5 / 5	75.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
If more than one diner, did the waiter/ress remember who had ordered which main course?	5 / 5	5 / 5	-	-	100.0%
Did the main course meet your expectations?	5 / 5	0 / 5	0 / 5	5 / 5	50.0%
Was the main course cleared within 1-5 minutes of you finishing?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you offered a dessert?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
If more than one diner, did the waiter/ress remember who had ordered which dessert?	5 / 5	5 / 5	-	5 / 5	100.0%
Was the dessert presented correctly?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the dessert meet your expectations?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the dessert cleared within 1-5 minutes of you finishing?	-	5 / 5	5 / 5	5 / 5	100.0%
Were you offered more drinks or wine?	0 / 5	0 / 5	5 / 5	5 / 5	50.0%
Were you offered coffee?	-	5 / 5	0 / 5	5 / 5	66.7%
Did the coffee arrive soon after ordering it?	-	5 / 5	-	5 / 5	100.0%
Did the coffee/tea meet your expectations in terms of presentation, temperature, flavour and taste?	-	5 / 5	-	5 / 5	100.0%
Were the staff all neat and tidy in appearance?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was it easy to obtain the bill?	0 / 5	5 / 5	5 / 5	-	66.7%
Was the bill correct?	-	5 / 5	-	-	100.0%
Was the service of a professional standard?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the pace of service acceptable?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were all the staff friendly and welcoming?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the staff demonstrate a genuine willingness to help?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you thanked and wished a good night on leaving?	5 / 5	0 / 5	-	5 / 5	66.7%
Do the overall tangible aspects of this department meet your expectations?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
ROOM SERVICE	75.0%	88.2%	50.0%	46.2%	66.1%
Was a current room service menu available in the bedroom?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
When ordering room service was the telephone answered in 4 rings?	5 / 5	0 / 5	5 / 5	0 / 5	50.0%
Did the person answering ask how they could help?	5 / 5	5 / 5	0 / 5	0 / 5	50.0%
Did the person receive the request positively?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Was your name used in the conversation?	0 / 5	5 / 5	0 / 5	0 / 5	25.0%
When ordering your meal, did the person ask if you would like a drink?	5 / 5	5 / 5	0 / 5	-	66.7%
Did the person have a good menu / product knowledge?	-	5 / 5	-	-	100.0%
Did the staff demonstrate a genuine willingness to help?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Was the order confirmed back to you correctly?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Did they say that your order would be brought within a specific time?	0 / 5	5 / 5	5 / 5	0 / 5	50.0%
Did the order arrive within the time promised?	5 / 5	5 / 5	0 / 5	-	66.7%
Did the member of staff bringing the order smile?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Did the room service waiter/ress use your name?	0 / 5	0 / 5	0 / 5	0 / 5	0.0%
Was the order and tray well presented?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was your order complete and correct?	0 / 5	5 / 5	5 / 5	5 / 5	75.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
Did your order meet your expectations in terms of flavour, presentation, temperature and portion size?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Was your order as described on the menu?	5 / 5	5 / 5	5 / 5	-	100.0%
RESTAURANT BREAKFAST	100.0%	69.6%	76.2%	91.3%	84.1%
Going to breakfast, did a member of staff say 'good morning'?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged with a smile?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the waiter/ress show you to your table?	5 / 5	0 / 5	0 / 5	5 / 5	50.0%
Were you invited to help yourself from the buffet?	5 / 5	5 / 5	0 / 5	0 / 5	50.0%
Did the waiter/ress ask you whether you would like tea or coffee?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the waiter/ress smile when asking this?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Was there an adequate supply of clean plates, bowls and glasses on the buffet?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was there an adequate selection of fresh fruit juices and cereals?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the hot food on display attractively presented?	-	5 / 5	-	5 / 5	100.0%
Did your tea/coffee arrive within 3 minutes?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the tea/coffee hot?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the toast fresh?	-	5 / 5	5 / 5	5 / 5	100.0%
Was the table clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the food temperature adequate?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the breakfast meet your expectations?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the staff offer you more tea/coffee?	5 / 5	0 / 5	0 / 5	0 / 5	25.0%
Were the staff serving neat and tidy in appearance?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the tables set up in the correct way?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were there staff evident clearing tables?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the speed of service acceptable?	5 / 5	5 / 5	0 / 5	5 / 5	75.0%
Were all the staff friendly and welcoming?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the staff demonstrate a genuine willingness to help?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
On leaving did the staff say 'goodbye'?	5 / 5	0 / 5	-	5 / 5	66.7%
DEPARTURE	93.8%	50.0%	93.3%	86.7%	80.6%
In the morning did you receive your wake up call?	5 / 5	5 / 5	-	-	100.0%
Queueing at check-out: Did you wait for less than 3 minutes before being served?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged promptly?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you acknowledged with a smile?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you asked if you enjoyed your stay?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did they print up your bill quickly?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the bill correct and in order?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
On paying did they handle the transactions efficiently?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the cashier give you eye contact during the transaction?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the cashier smile at each contact point?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
During the transaction was your name used?	5 / 5	0 / 5	5 / 5	0 / 5	50.0%
Were you offered assistance with your luggage?	0 / 5	0 / 5	0 / 5	0 / 5	0.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
Did the staff demonstrate a genuine willingness to help?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Were all the staff friendly and hospitable?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the area around the front desk neat and in good order?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the cashier say 'Thank you very much' and 'Hope to see you again' or similar?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
LEISURE	80.0%	72.0%	81.5%	75.0%	77.1%
Were you able to find the opening times easily?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was your original entrance to the Club a welcoming experience (even if there was no member of staff on duty)?	0 / 5	0 / 5	0 / 5	5 / 5	25.0%
Were you asked to sign in and out, OR if there was no member of staff present, did signage clearly invite you to do so?	-	5 / 5	5 / 5	5 / 5	100.0%
Were you given a towel, OR if there was no member of staff present, was a towel prominently available for you to take?	-	5 / 5	5 / 5	5 / 5	100.0%
Did the receptionist enquire as to whether you had used the facilities before?	-	0 / 5	0 / 5	0 / 5	0.0%
Were you asked if you would like to be shown around the Club?	0 / 5	-	0 / 5	-	0.0%
Were you asked if you required assistance in the gym?	0 / 5	-	-	-	0.0%
Was the sauna clean and tidy, with a supply of water for the coals?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Was the sauna operating efficiently?	5 / 5	0 / 5	5 / 5	0 / 5	50.0%
Was the steam room clean and tidy?	5 / 5	-	5 / 5	5 / 5	100.0%
Was the steam room operating efficiently?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Was the pool water clean and hygienic?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the pool area clean and tidy?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the loungers and chairs clean and in a good state of repair?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were towels provided and cups available by a water fountain?	-	-	-	0 / 5	0.0%
Was the Jacuzzi whirlpool operating efficiently?	0 / 5	5 / 5	5 / 5	5 / 5	75.0%
Was the Jacuzzi whirlpool water clean and hygienic?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the changing rooms clean and tidy?	5 / 5	5 / 5	5 / 5	0 / 5	75.0%
Were the walls free from marks?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the floors clean and dry?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Were the wash handbasins clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the toilet cubicles clean?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was there sufficient toilet tissue available?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was there adequate soap available?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Was the shower working efficiently and easy to operate?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Did the hand and hair drying facilities work?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were the lockers clean and easy to operate?	5 / 5	5 / 5	5 / 5	5 / 5	100.0%
Were you made aware of how to book other activities?	-	-	-	0 / 5	0.0%
Was the overall lay-out of the Club customer-friendly and the facilities easy to use?	0 / 5	0 / 5	0 / 5	5 / 5	25.0%
Do the overall tangible aspects of this department meet your expectations?	5 / 5	5 / 5	0 / 5	0 / 5	50.0%
REFLECTIONS	100.0%	0.0%	90.9%	91.7%	69.6%
Did you enjoy your stay?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%

SECTIONS/QUESTIONS	CURRENT 2019-01	2018- 11	2018- 09	2018 - 07	OVERALL
Were your expectations met?	5 / 5	0 / 5	0 / 5	5 / 5	50.0%
Would you return to this hotel based on this experience?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Would you recommend this hotel to others?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Were you treated with genuine hospitality?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the staff make you feel welcome and valued?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did you feel you were treated as an individual?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did you feel staff engaged with you sufficiently?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did staff show a willingness to help in a discreet manner?	-	0 / 5	5 / 5	5 / 5	66.7%
Throughout your visit, was help offered to you (for which you did not ask) in a useful proactive manner?	5 / 5	0 / 5	-	0 / 5	33.3%
Was your overall experience a positive one?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
Did the whole experience represent value for money?	5 / 5	0 / 5	5 / 5	5 / 5	75.0%
STAFF PROFILES	98.0%	65.3%	73.5%	92.1%	-
Willingness to help	40 / 40	19 / 30	30 / 40	38 / 40	84.7%
Attention to detail	38 / 40	18 / 30	27 / 40	34 / 40	78.0%
Appearance	40 / 40	21 / 30	35 / 40	30 / 30	90.0%
Rapport	40 / 40	19 / 30	26 / 40	36 / 40	80.7%
Competence	38 / 40	21 / 30	29 / 40	38 / 40	84.0%
TOTAL	91.6%	73.3%	79.3%	84.3%	81.7%

i The red exclamation icon denotes those questions that most negatively impact your overall score.



ATTENTION AREAS

MISSING / POSSIBLE

Check-In Were you asked if you required a newspaper?	15 / 20
Check-In Were you asked if you required an early morning call?	15 / 20
Bedroom Was the bath clean and chrome sparkling?	15 / 20

Improving your performance on these questions would increase your score for this visit by 1.3%, giving you a total of 91.8%.

Improving your performance on these questions would increase your overall score for the last 4 visits* by 0.9%, giving you a total of 83.2%.

* Last 4 visits: 2019-01, 2018-11, 2018-09, 2018-05



i The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.



Overnight Stay

Location: 51001 - The Norfolk Royale Hotel - Richmond Hill, BH2 6EN
 Date: 2019-01-21
 Time: 15:10

Survey Total: 90.56% (1055 / 1165)

Telephone

92.31% (60 / 65)

Date 10/01/2019

Time 15:10

1. Was the phone answered within 4 rings? Yes 5/5

Comment: The phone was answered very promptly. after just two rings.

2. Were you acknowledged with an acceptable verbal greeting? (Eg. Hello, Good Evening etc.) Yes 5/5

Comment: Formally "Thank you for calling...Carmen speaking", but Carmen did speak quite fast so I didn't catch her name at first. Later I asked her to confirm it.

3. Was this followed by 'How may/can I help you?' Yes 5/5

Comment: A very welcoming start to the conversation.

4. If applicable, were you connected with reservations within 15 seconds? N/A

Comment: Carmen took my booking directly, so I did not speak to reservations.

5. Were you asked for your name, address and post code? Yes 5/5

Comment: Postcode first then the full address.

6. Were you asked for your telephone number? No 0/5

Comment: Carmen did not ask for a telephone number, but she did ask for an email to send confirmation.

7. Were you asked to guarantee your booking? If so how? Yes 5/5

Comment: By prepayment with a card, non refundable. I asked if this was a special offer what would the rate be for non prepayment, but her answer wasn't clear. I suspect it would have been higher (as that is fairly standard.)

8. Were you asked 'How did you hear about us?' Yes 5/5

Comment: During the conversation, I said we had stayed before a long time ago, she laughed and said I would see many changes.

9. What rate were you first offered?	N/A
Comment: She asked me what room I required, I asked what was available, she said standard, executive, deluxe. I asked for the price of an executive room. She asked did I want breakfast, I said yes. She quoted me £87.	
10. After negotiating what rate did you accept?	N/A
Comment: I asked if there was a restaurant, she said we could have a dinner bed and breakfast rate for £142. She told me it was for two people, three courses. This was the rate I booked.	
11. Were you offered directions to the hotel?	N/A
Comment: I wasn't offered directions, but by implication as I said I had stayed before, I already knew where it was.	
12. Were you offered dinner?	Yes 5/5
Comment: Included in the room charge.	
13. Did the telephonist have a friendly and welcoming nature?	Yes 5/5
Comment: Carmen was warm and friendly, but she did speak quite fast.	
14. Once your name was taken was it used again during the conversation?	Yes 5/5
Comment: She called me Mr Fisher on more than one occasion.	
15. Did the telephonist(s) demonstrate a genuine willingness to help?	Yes 5/5
Comment: She was helpful and informative, it felt very welcoming.	
16. Was the person knowledgeable of the hotel, its services and its facilities?	Yes 5/5
Comment: She told me about the Spa opening times without referring, she warned me about parking charges and advised the quieter rooms would be overlooking the gardens. She gave me check in and check out times, unprompted.	
17. If your scenario offered an opportunity for the telephonist to 'upsell', did he/she try to sell any additional services?	N/A
Comment: In a way she did upsell me to the DBB rate, but only after me asking if there was a restaurant.	
18. Did the telephonist thank you at the end of the booking procedure?	Yes 5/5
Comment: She also said they would look forward to seeing us, which was a pleasing touch.	

Check-In	85.71% (90 / 105)
Date	20/01/2019
Time	15:00
1. Was the immediate outside of the premises clean and free from litter?	Yes 5/5
Comment: Tidy with well groomed planting.	
2. Were the entrance doors clean and smear free?	Yes 5/5
Comment: No litter or cigarette ends, clean and tidy.	

3. Was the entrance lobby clean and free from visible dust?	Yes	5/5
Comment: Welcoming, airy and light with lanterns lit either side late in the evening.		
4. Was your presence acknowledged immediately at the reception?	Yes	5/5
Comment: Andrea looked up, smiled and greeted us as we approached the counter.		
5. Were you acknowledged with a verbal greeting?	Yes	5/5
Comment: "Can I help you?" was said.		
6. Were you acknowledged with a smile?	Yes	5/5
7. Were you acknowledged with eye contact?	Yes	5/5
Comment: Good, direct eye contact and confident.		
8. On giving your name was the reservation card ready to sign?	Yes	5/5
Comment: Andrea pulled it from a pile and passed it to me immediately.		
9. Was the reservation correct?	Yes	5/5
Comment: Dinner, B&B and an executive room.		
10. Were you asked if you required a newspaper?	No	0/5
Comment: No paper was offered.		
11. Were you asked if you required an early morning call?	No	0/5
Comment: I did however book one from my room during the evening		
12. Were you offered a table for dinner?	Yes	5/5
Comment: As we had a Dinner, B&B booking Andrea asked what time we would like to eat, then checked with a colleague to make sure that was okay.		
13. If not immediately obvious, were you told where the Bar and Restaurant were situated?	N/A	
Comment: Both were visible from reception.		
14. Did the receptionist offer assistance with your luggage?	No	0/5
Comment: We only had light luggage. She did point to where the lifts were.		
15. Did the receptionist wish you an enjoyable stay?	Yes	5/5
Comment: She was very welcoming and had a warm smile.		
16. Was the appearance of the reception staff neat and tidy?	Yes	5/5
Comment: Smartly dressed, with a crisp white blouse, no marks or stains. Hair neatly tied back. I did feel that her name badge could have looked smarter.		

17. At the end of the transaction did the receptionist smile?	Yes	5/5
Comment: Throughout the transaction Andrea was smiling and welcoming.		
18. Was your name used at least once?	Yes	5/5
Comment: When asking me to sign the check-in form she pointed to where she wanted me to sign, and said "Mr Fisher could you sign here please?"		
19. Was the receptionist friendly and welcoming?	Yes	5/5
Comment: Very, her demeanour was engaging and she smiled in a warm manner.		
20. Did the receptionist show a genuine willingness to help?	Yes	5/5
Comment: She gave me confidence that she wanted my stay to be enjoyable.		
21. Did the reception staff handle your transaction efficiently?	Yes	5/5
Comment: We were checked in and in our room within 15 minutes of arriving.		
22. Do the overall tangible aspects of this department meet your expectations? (Eg. Standard of furnishings, cleanliness, tidiness, decor, staff uniforms etc.)	Yes	5/5
Comment: The reception was neat and uncluttered, paintwork felt contemporary, it was well lit and welcoming.		

Bedroom		91.11% (205 / 225)
Room Number	310	
1. Were the halls clean, tidy and free from visible dust?	Yes	5/5
Comment: There were however a number of noticeable scuff marks on woodwork and places that had dents from being knocked. The ground floor corridor, from the rear lift to reception was particularly bad.		
2. Did your key work without any problem in the door?	Yes	5/5
Comment: No problems throughout the stay.		
3. On entering was the room fresh smelling?	Yes	5/5
Comment: Although smelling fresh and clean the smell was overpowering, as if someone had sprayed with air freshener for a long time. So much so that I had to open a window.		
4. Was the room at a comfortable temperature?	Yes	5/5
Comment: The room maintained a good temperature throughout the stay.		
5. Was the floor clean and free from visible dust?	Yes	5/5
Comment: Mostly, but there were some areas, beneath the bedside tables and beside the case stand where the Hoover obviously doesn't quite make it. At the edges there was some noticeable dust.		
6. Were the windows clean and smear free?	Yes	5/5
Comment: The angle of the sun was low so any smears were obvious, there were some but nothing worth mentioning.		

7. Were the mirrors clean and smear free?	Yes	5/5
Comment: All well polished and clean.		
8. Were the pictures on the wall dust free and clean?	No	0/5
Comment: Above the bed the picture was quite dusty.		
9. Is adequate seating and working space available at a dressing/ writing table and with adequate lighting?	Yes	5/5
Comment: The desk was big enough to work on with a laptop, there were two lights above, so good visibility. The seat was a bit lacking in padding, well worn and slightly jaded.		
10. Were you able to establish an Internet connection easily and quickly?	Yes	5/5
Comment: The wifi appeared immediately, the password worked first time with no issue.		
11. Was the download speed acceptable?	Yes	5/5
Comment: A good connection and reasonable speed 15 mbps.		
12. Were you able to charge a lap top and a mobile phone so that they are still accessible from the bed?	No	0/5
Comment: The closest power socket to the bed was too far away to power my phone. There were none adjacent to the bed side tables.		
13. Was the bed neat and tidy?	Yes	5/5
Comment: The beds looked very welcoming with fresh linen and scatter cushions.		
14. Was the floor underneath the bed clean and dust free?	No	0/5
Comment: There was some noticeable detritus (tissue) under the bed.		
15. Were the following available in the room: At least 6 coathangers?	Yes	5/5
Comment: All matching and in the wardrobe.		
16. A 'Do not disturb' sign?	Yes	5/5
17. A sign giving instructions in case of fire?	Yes	5/5
Comment: Mounted by the door the print was a little small, but it had lots of detail.		
18. At least one telephone with instructions?	Yes	5/5
19. Was a note pad and pen available in the room?	Yes	5/5
Comment: Pencil not a pen, but that's fine, it was sharpened.		
20. Hotel facilities brochure?	Yes	5/5
21. Was the hotel directory useful?	Yes	5/5
Comment: Not overcomplicated. Simple and easy to follow.		

22. Local tourist information? If not in the room, then was it available from reception?	Yes	5/5
Comment: Two local magazines were on the coffee table, as well as a booklet about Dorset.		
23. If applicable, a mini bar - fully stocked or instructions on how to obtain stock?	Yes	5/5
Comment: There was a clear price list available as well.		
24. Was the television fully operational and easy to use?	Yes	5/5
Comment: Lovely size screen, easy to operate, and the remote fully charged,		
25. Was the bathroom floor clean and free from dust?	Yes	5/5
Comment: Clean and fresh smelling.		
26. Were the walls clean?	Yes	5/5
Comment: No marks or stains, tiled floor to ceiling.		
27. Was the mirror clean and smear free?	Yes	5/5
Comment: Shiny and clear.		
28. Was the wash handbasin clean and chrome sparkling?	Yes	5/5
Comment: The sink was clean and the chrome work clean (but not sparkling.)		
29. Was the bath clean and chrome sparkling?	No	0/5
Comment: Chrome around the taps in the shower was watermarked as was the towel rail. The pedal bin was also very marked and could have been cleaner.		
30. Was the shower working efficiently and easy to operate?	Yes	5/5
Comment: But difficult to turn on first time. The grouting at the shower end of the bath was moldy in places.		
31. Were the shower curtain and bath mat clean?	Yes	5/5
Comment: Clean and stain free, no obvious marks or mould.		
32. Were the following towels available: hand and bath?	Yes	5/5
Comment: Lovely big bath towels, maybe a bit grey, but none the less great.		
33. Were there complimentary toiletries in the bathroom?	Yes	5/5
Comment: Plus a really useful amenity pack and sewing kit.		
34. Was there a spare toilet roll?	Yes	5/5
35. Did all appliances work properly? Eg. Kettle, Trouser Press etc.	Yes	5/5
Comment: We didn't didn't have a trouser press and had no need of the iron, but the kettle and hairdryer were fine.		
36. Were all glasses in the room/bathroom clean and smear free?	Yes	5/5

37. Were the soft furnishings free from evidence of wear and tear?	Yes	5/5
Comment: Two lovely comfy armchairs with cushions, both looked contemporary and unmarked,		
38. Were the curtains dressed neatly including net curtains?	Yes	5/5
Comment: Clean and tidy, neatly pulled.		
39. Was the room environment generally comfortable and relaxing?	Yes	5/5
Comment: It felt spacious and relaxing.		
40. During the night was the noise level acceptable?	Yes	5/5
Comment: We were at the end of a corridor and the hotel was not busy.		
41. Was the mattress comfortable and the general quality of the bed acceptable?	Yes	5/5
Comment: Very comfy bed, though I would have liked a choice of pillows.		
42. Did you sleep satisfactorily and was your sleeping experience a positive one?	Yes	5/5
43. Did the room represent value for money overall?	Yes	5/5
Comment: The room met what I would expect for an executive room, good size and well appointed.		
44. Were any belongings on the bedside table(s) or bathroom vanity shelf left untouched?	N/A	
Comment: We only stayed one night so our room was not serviced during our stay.		
45. Did the room attendant say good morning/afternoon/evening in a friendly manner?	Yes	5/5
Comment: As we arrived in our corridor, an attendant looked up and gave us a cheery greeting.		
46. Do the overall tangible aspects of this department meet your expectations? (Eg. Standard of furnishings, cleanliness, tidiness, decor, staff uniforms etc.)	Yes	5/5
Comment: The room met an acceptable standard in the main. The overpowering smell of air freshener on arrival was not great, and there were some minor housekeeping issues, but overall the room was inviting and comfortable.		

Bar	100.00% (85 / 85)	
Date	20/01/2019	
Time	19:00	
1. Did the bar person acknowledge you with a smile?	Yes	5/5
Comment: A huge smile, very welcoming.		
2. Did the bar person acknowledge you with eye contact?	Yes	5/5
Comment: Great eye contact and confident engagement.		
3. Was the bar person friendly and welcoming?	Yes	5/5
Comment: Very welcoming and helpful, running through the range of gins and tonics to allow us to choose.		

4. Were you served in order?	N/A
Comment: The bar was not busy. We were the only customers.	
5. Were upselling techniques applied?	Yes 5/5
Comment: We were asked if we wanted a double gin, or a single.	
6. Did the bar person show an interested attitude and a genuine willingness to help?	Yes 5/5
Comment: He was friendly, engaged in conversation whilst serving, he established a warm ambiance with us.	
7. Was your drink served in a cold glass?	Yes 5/5
Comment: Plus ice was offered, but declined.	
8. Was the drink given to you without any spillage?	Yes 5/5
Comment: Glass with beer, bottle next to it label toward me, gin and tonic (in bottle with label facing towards me.)	
9. Was the bar surface clean and dry?	Yes 5/5
Comment: No obvious stickiness or mess.	
10. Was the bar well stocked with bottle labels facing forward?	Yes 5/5
Comment: There was a good choice of whisky, but not such a wide choice of gin and they were lacking the local (Conkers) gin.	
11. Was the floor clean and litter free?	Yes 5/5
Comment: All neat and tidy and the tables clean and dry.	
12. Were you asked to sign for your room account drinks?	Yes 5/5
Comment: He placed it in a folder prior to passing it to me, a professional touch	
13. Were you asked if you had a restaurant reservation?	N/A
Comment: We had already been asked at reception.	
14. If applicable, was the background music playing appropriate?	Yes 5/5
Comment: The music was at a good level and easy listening.	
15. Did the drink meet your expectations?	Yes 5/5
Comment: I had a local beer which I loved, my wife a gin and fever tree tonic.	
16. When finished with your first drink, were you asked if you would like another drink?	N/A
Comment: We took our drinks to the restaurant as we hadn't finished them, too much chatting.	
17. Were the tables being cleared promptly?	Yes 5/5
Comment: In fairness we were the only people in the bar, but there were no tables with empties on them when we arrived.	

18. Was the service of a professional standard?	Yes	5/5
Comment: Professional and he seemed to have a good knowledge of what he could offer.		
19. Were all staff neat and tidy in appearance?	Yes	5/5
Comment: Clean uniform, smart trousers, white shirt and waistcoat.		
20. Were you thanked and wished goodbye on leaving the bar?	N/A	
Comment: Max was not in the bar when we left.		
21. Do the overall tangible aspects of this department meet your expectations?	Yes	5/5
Comment: I like the bar area, it was small and had a reasonable choice. We sat in the foyer area, which felt fresh and had a lovely open fire, comfy chairs and sofas. Earlier this had been full of people eating high tea, so it had felt very welcoming.		

Public Toilets		100.00% (75 / 75)
Date	20/01/2019	
Time	09:15	
1. Were the toilets fresh smelling?	Yes	5/5
2. Were the walls free from marks?	Yes	5/5
3. Were the floors clean and dry?	Yes	5/5
Comment: But some tissue on the floor in both cubicles.		
4. Were the mirrors clean and smear free?	Yes	5/5
5. Were the wash handbasins clean?	Yes	5/5
Comment: All clean.		
6. Were all taps and rails polished to a high standard?	Yes	5/5
7. If applicable, were the urinals clean and unblocked?	Yes	5/5
8. Were the cubicles clean?	Yes	5/5
Comment: Some tissue litter beside the toilets in both cubicles.		
9. Were the cubicles (floor, walls, ceiling and fixtures) in good repair?	Yes	5/5
Comment: No obvious dints or scratches, locks working okay, and seats firmly fixed.		
10. Were the toilets free from maintenance problems?	Yes	5/5
Comment: I saw no real issues during my visit.		
11. Was there sufficient toilet tissue available?	Yes	5/5
Comment: Additional rolls were available in each stall.		

12. Was there adequate soap available?	Yes	5/5
Comment: Lovely smelling and nearly full.		
13. If applicable, were additional toiletries (tissues, hand lotion, etc) well presented and in good supply?	Yes	5/5
Comment: I counted five boxes of tissues, great if you have a cold.		
14. Did the hand drying facilities work?	Yes	5/5
Comment: Strong forceful air flow and warm, also a large pile of paper towels to hand,		
15. Do the overall tangible aspects of this department meet your expectations?	Yes	5/5
Comment: The toilets felt fresh and contemporary, no obvious issues or damage, no unpleasant smells. Well stocked, clean and welcoming.		

Restaurant Dinner	87.88% (145 / 165)
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Date	20/01/2019
Time	19:30
1. Was a current menu on display?	Yes 5/5
Comment: In the lifts and on the tables.	
2. Were you greeted by a waiter/ress when entering the restaurant?	Yes 5/5
Comment: We were greeted, our room number taken and then shown to our table.	
3. Were you acknowledged with a smile?	Yes 5/5
Comment: A lady greeted us at the entrance (I didn't catch her name badge) she gave us a welcoming smile.	
4. Were you acknowledged with your name once you told them it?	No 0/5
Comment: I had to correct my room number, which had been entered in error on the booking., but my name was not used in that process.	
5. Were you shown to your table?	Yes 5/5
Comment: And asked if it would be acceptable.	
6. Were you handed a menu and wine list?	Yes 5/5
Comment: A set menu and a separate wine list.	
7. Did the waiter/ress have a good menu knowledge?	Yes 5/5
Comment: We had a different waiter at the table (Dimitri) he explained the food well.	
8. Did the member of staff promote any specials or make recommendations?	N/A
Comment: There was no option mentioned for specials, we were eating off a set menu.	

9. Was an attempt made to sell extra items from the menu?	N/A
Comment: Again, we were eating off a set menu. a choice of four starters, mains and desserts.	
10. Was the table set up correctly?	Yes 5/5
Comment: Wine and water glasses, napkin, starters and main cutlery.	
11. Was the table clean and free from crumbs?	Yes 5/5
Comment: Fresh clean table cloths and napkins.	
12. Did the waiter/ress maintain eye contact?	Yes 5/5
Comment: Dimitri was friendly and engaging, he made good confident eye contact and had a steady smile.	
13. Did the wine arrive before your meal?	Yes 5/5
Comment: As ordered, he checked and then poured for my wife. I had ordered a beer, he showed me the bottle and left it for me to pour.	
14. Did the waiter/ress let you try the wine?	Yes 5/5
15. Did your starter arrive after a reasonable time?	Yes 5/5
Comment: The starter arrived promptly, but seemed fresh and looked great.	
16. If more than one diner, did the waiter/ress remember who had ordered which starter?	Yes 5/5
Comment: He served my wife first, without hesitation.	
17. Did your starter meet your approval?	Yes 5/5
Comment: Both were fresh and delicious	
18. Was the starter cleared within 1-5 minutes of finishing it?	Yes 5/5
Comment: The starter plates were cleared promptly, but the empty beer bottle remained on the table throughout the meal.	
19. Did the main course arrive within reasonable time of the starter being cleared?	No 0/5
Comment: There was a short delay before the main course arrived, so much so that a couple on the neighbouring table commented. This was not a concern to my wife and I, when they arrived they were hot and looked great.	
20. If more than one diner, did the waiter/ress remember who had ordered which main course?	Yes 5/5
Comment: Again he served my wife first the correct meal, without hesitation.	
21. Did the main course meet your expectations?	Yes 5/5
Comment: Very tasty and a good portion.	
22. Was the main course cleared within 1-5 minutes of you finishing?	Yes 5/5
Comment: Again cleared promptly, once we had finished.	

23. Were you offered a dessert?	Yes	5/5
Comment: The menus were given back to us to choose a dessert.		
24. If more than one diner, did the waiter/ress remember who had ordered which dessert?	Yes	5/5
Comment: My wife again was served first. As it should be.		
25. Was the dessert presented correctly?	Yes	5/5
26. Did the dessert meet your expectations?	Yes	5/5
Comment: I had Cheeses and Biscuits which were fine, my wife had Eton Mess, which she found a little sweet and not much meringue,		
27. Was the dessert cleared within 1-5 minutes of you finishing?	N/A	
Comment: We stood up before they were cleared as we didn't want coffee.		
28. Were you offered more drinks or wine?	No	0/5
Comment: We were not offered any more drinks or water.		
29. Were you offered coffee?	N/A	
Comment: We chose not to wait. Neither of us can drink coffee late at night,		
30. Did the coffee arrive soon after ordering it?	N/A	
Comment: We did not order coffee.		
31. Did the coffee/tea meet your expectations in terms of presentation, temperature, flavour and taste?	N/A	
Comment: We did not order coffee.		
32. Were the staff all neat and tidy in appearance?	Yes	5/5
Comment: All staff looked professional, neat and tidy.		
33. Was it easy to obtain the bill?	No	0/5
Comment: At the time we finished Dimitri was not visible, we saw Max the barman who went and found Dimitri. He said as we had already signed for the wine there was nothing else to do,		
34. Was the bill correct?	N/A	
Comment: We didn't sign for it as this was an inclusive meal.		
35. Was the service of a professional standard?	Yes	5/5
Comment: There were some very minor issues, but on the whole the service was of a professional standard.		
36. Was the pace of service acceptable?	Yes	5/5
Comment: We were not in a particular hurry, so it was pleasant to have time to chat. We completed our meal in just under one and a half hours, so a reasonable time.		

37. Were all the staff friendly and welcoming? **Yes** 5/5

Comment: Mostly we were served by Dimitri, who was friendly and professional.

38. Did the staff demonstrate a genuine willingness to help? **Yes** 5/5

39. Were you thanked and wished a good night on leaving? **Yes** 5/5

Comment: When asked for the bill, Dimitri just smiled and said, 'Its all okay' have a nice evening.'

40. Do the overall tangible aspects of this department meet your expectations? **Yes** 5/5

Comment: The meal was well priced, had a reasonable choice, although perhaps a bit limited if you were a vegetarian or vegan. The food looked inviting and was tasty. The service was good, felt professional and friendly. The restaurant was a bit chilly, so much so that my wife put on her shawl.

Room Service

75.00% (60 / 80)

Date 20/01/2019

Time 15:20

1. Was a current room service menu available in the bedroom? **Yes** 5/5

Comment: The menu was clean and undamaged.

2. When ordering room service was the telephone answered in 4 rings? **Yes** 5/5

Comment: The room service button on the phone took us to reception, who took our order.

3. Did the person answering ask how they could help? **Yes** 5/5

Comment: "Reception, can I help you?"

4. Did the person receive the request positively? **Yes** 5/5

Comment: We ordered a Cheese and Chutney Sandwich on Brown Bread.

5. Was your name used in the conversation? **No** 0/5

Comment: All we were asked for was a room number, my name was not taken or used.

6. When ordering your meal, did the person ask if you would like a drink? **Yes** 5/5

Comment: However we declined.

7. Did the person have a good menu / product knowledge? **N/A**

Comment: We ordered a sandwich. There were not really any questions she could have asked other than white or brown bread.

8. Did the staff demonstrate a genuine willingness to help? **Yes** 5/5

9. Was the order confirmed back to you correctly? **Yes** 5/5

Comment: It was repeated clearly.

10. Did they say that your order would be brought within a specific time?	No	0/5
Comment: We didn't ask for a timescale and none was offered, after about half an hour we rang to see when it would arrive and were promised ten minutes. It duly appeared in the time promised.		
11. Did the order arrive within the time promised?	Yes	5/5
Comment: Once chased it appeared within the promised ten minutes.		
12. Did the member of staff bringing the order smile?	Yes	5/5
Comment: It was delivered by Max the bar man, he asked where we wished it to be served and then set it down and smiled as he left.		
13. Did the room service waiter/ress use your name?	No	0/5
Comment: Max came in, placed the tray and left without really engaging in conversation. Smiling and friendly though.		
14. Was the order and tray well presented?	Yes	5/5
Comment: It looked fresh and appealing.		
15. Was your order complete and correct?	No	0/5
Comment: We ordered brown bread but received white.		
16. Did your order meet your expectations in terms of flavour, presentation, temperature and portion size?	Yes	5/5
Comment: The portion size was good, it came with fries which were hot. The cheese and chutney were tasty. Overall very good.		
17. Was your order as described on the menu?	Yes	5/5
Comment: It met the description precisely.		

Restaurant Breakfast	100.00% (105 / 105)
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Date	21/01/2019
Time	09:00
1. Going to breakfast, did a member of staff say 'good morning'?	Yes 5/5
Comment: Dimitri greeted us by name, a friendly touch.	
2. Were you acknowledged with a smile?	Yes 5/5
Comment: A warm smile and good eye contact.	
3. Did the waiter/ress show you to your table?	Yes 5/5
Comment: He checked to make sure we were happy with it before getting us hot drinks.	

4. Were you invited to help yourself from the buffet?	Yes	5/5
Comment: Plus there was a cooked breakfast to order.		
5. Did the waiter/ress ask you whether you would like tea or coffee?	Yes	5/5
6. Did the waiter/ress smile when asking this?	Yes	5/5
Comment: I didn't see Dimitri without a smile.		
7. Was there an adequate supply of clean plates, bowls and glasses on the buffet?	Yes	5/5
8. Was there an adequate selection of fresh fruit juices and cereals?	Yes	5/5
Comment: All were plentiful and looked fresh. A choice of cereals, fruit and yogurt.		
9. Was the hot food on display attractively presented?	N/A	
Comment: Hot food was cooked to order. We were able to specify what we wanted.		
10. Did your tea/coffee arrive within 3 minutes?	Yes	5/5
11. Was the tea/coffee hot?	Yes	5/5
Comment: Both were hot and tasty		
12. Was the toast fresh?	N/A	
Comment: There was a toaster machine and you cooked your own as required.		
13. Was the table clean?	Yes	5/5
Comment: Clean white cloth, no crumbs.		
14. Was the food temperature adequate?	Yes	5/5
Comment: Piping hot and well presented.		
15. Did the breakfast meet your expectations?	Yes	5/5
Comment: It was tasty and well cooked, curiously maybe too much.		
16. Did the staff offer you more tea/coffee?	Yes	5/5
17. Were the staff serving neat and tidy in appearance?	Yes	5/5
Comment: Clean uniform and clean white shirt.		
18. Were the tables set up in the correct way?	Yes	5/5
Comment: All well presented, we were missing butter on our table, but Dimitri brought me some when asked.		
19. Were there staff evident clearing tables?	Yes	5/5
Comment: Tables were cleared promptly by Dimitri.		

20. Was the speed of service acceptable? Yes 5/5

Comment: Hot drinks arrived within a few minutes, hot food within 10 minutes.

21. Were all the staff friendly and welcoming? Yes 5/5

22. Did the staff demonstrate a genuine willingness to help? Yes 5/5

23. On leaving did the staff say 'goodbye'? Yes 5/5

Comment: He asked what we were up to and said 'Have a nice day.'

Departure

93.75% (75 / 80)

Date 21/01/2019

Time 10:30

1. In the morning did you receive your wake up call? Yes 5/5

Comment: Promptly at the requested time.

2. Queueing at check-out: Did you wait for less than 3 minutes before being served? Yes 5/5

Comment: The wait was no more than 30 seconds.

3. Were you acknowledged promptly? Yes 5/5

Comment: Carmen came into view, saw me waiting and called me over immediately.

4. Were you acknowledged with a smile? Yes 5/5

5. Were you asked if you enjoyed your stay? Yes 5/5

Comment: Carmen was the lady who took my reservation, she said she was glad it had gone well.

6. Did they print up your bill quickly? Yes 5/5

Comment: There was an issue with one printer, but the other produced it without too much delay.

7. Was the bill correct and in order? Yes 5/5

Comment: It took note of my pre-payment for the room and correctly showed our spend on parking, room service, the bar and dinner drinks.

8. If the bill was incorrect was this handled professionally? N/A

Comment: The bill was correct.

9. On paying did they handle the transactions efficiently? Yes 5/5

Comment: She handed me the terminal to enter my pin, gave me my card back and printed a payment receipt.

10. Did the cashier give you eye contact during the transaction? Yes 5/5

11. Did the cashier smile at each contact point? Yes 5/5

12. During the transaction was your name used?	Yes	5/5
Comment: As she gave me the card back, she said "Thank you Mr Fisher."		
13. Were you offered assistance with your luggage?	No	0/5
Comment: But I only had hand luggage for a one night stay.		
14. Did the staff demonstrate a genuine willingness to help?	Yes	5/5
Comment: Carmen commented it was her first day back from holiday, so apologised if she was a little slow. I didn't feel she was. She told me if I wished I could leave my car in the car park, which I did,		
15. Were all the staff friendly and hospitable?	Yes	5/5
Comment: Without exception I found the staff friendly, approachable and happy, even including the maintenance men, who held doors open and said 'Good morning.'		
16. Was the area around the front desk neat and in good order?	Yes	5/5
Comment: No loose paperwork, all neat and tidy.		
17. Did the cashier say 'Thank you very much' and 'Hope to see you again' or similar?	Yes	5/5
Comment: "Enjoy the rest of your day" was said.		

Leisure		80.00% (100 / 125)
Date	20/01/2019	
Time	17:45	
1. Were you able to find the opening times easily?	Yes	5/5
Comment: They were clearly available in facilities guide.		
2. Was there a member of staff visible on duty on your arrival?	N/A	
Comment: The facility was not staffed, you collected a code from reception.		
6. Was your original entrance to the Club a welcoming experience (even if there was no member of staff on duty)?	No	0/5
Comment: There was no entrance as such. You went through a door and down a narrow staircase then through another door to a corridor, with a sauna and changing rooms off this.		
8. Were you asked to sign in and out, OR if there was no member of staff present, did signage clearly invite you to do so?	N/A	
Comment: We had to collect towels from reception, who gave us a code to enter for the door to the pool.		
9. Were you given a towel, OR if there was no member of staff present, was a towel prominently available for you to take?	N/A	
Comment: Andrea gave us a towel to take down.		

10. Did the receptionist enquire as to whether you had used the facilities before?	N/A
Comment: The facility was not staffed. Adriana did not ask but told me how to enter gave me towels.	
13. Was the sauna clean and tidy, with a supply of water for the coals?	Yes 5/5
Comment: There was no rubbish or signs of previous users. It did not have coals, a heat source was at the back.	
14. Was the sauna operating efficiently?	Yes 5/5
Comment: No obvious issues, very dry and very hot.	
15. Was the steam room clean and tidy?	Yes 5/5
Comment: The steam was plentiful and smelt fragrant.	
16. Was the steam room operating efficiently?	Yes 5/5
Comment: It was automated and constantly topping up the steam.	
17. Was the pool water clean and hygienic?	Yes 5/5
Comment: The pool was an outdoor pool albeit it in a conservatory, so we chose not to swim. Too cold. It looked clean and hygienic, no strong odours, no obvious detritus floating or on the floor of the pool.	
18. Was the pool area clean and tidy?	Yes 5/5
Comment: Very. I suspect no one had used it that day.	
19. Were the loungers and chairs clean and in a good state of repair?	Yes 5/5
Comment: All neatly aligned, clean and tidy.	
20. Were towels provided and cups available by a water fountain?	N/A
Comment: I did not see a drinking fountain	
21. Was the Jacuzzi whirlpool operating efficiently?	No 0/5
Comment: The Jacuzzi was warm to the touch, but not bubbling or whirling.	
22. Was the Jacuzzi whirlpool water clean and hygienic?	Yes 5/5
Comment: It looked clean and tidy.	
23. Were the changing rooms clean and tidy?	Yes 5/5
Comment: The changing rooms were warm, they had smart new lockers, plenty of soap at the sinks and paper in the toilets.	
24. Were the walls free from marks?	Yes 5/5
25. Were the floors clean and dry?	Yes 5/5
Comment: I suspect it had not been used as there were no dirty towels in the bin.	

26. Were the wash handbasins clean?	Yes	5/5
Comment: Fully stocked with soap.		
27. Were the toilet cubicles clean?	Yes	5/5
Comment: Both toilets were clean and odour free.		
28. Was there sufficient toilet tissue available?	Yes	5/5
29. Was there adequate soap available?	Yes	5/5
Comment: Well topped up.		
30. Was the shower working efficiently and easy to operate?	Yes	5/5
Comment: It had a push button to start and automated switch off. A bit cold at first, but possibly had not been used that day. The second shower was warmer (after the sauna.)		
31. Did the hand and hair drying facilities work?	Yes	5/5
Comment: Good strong airflow from both.		
32. Were the lockers clean and easy to operate?	Yes	5/5
Comment: They needed a pound coin, which luckily I had. They looked brand new.		
33. Were the leisure staff visible during your visit?	N/A	
Comment: The facility was not staffed.		
34. Were the staff friendly and welcoming?	N/A	
Comment: The facility was not staffed.		
35. Were you made aware of how to book other activities?	N/A	
Comment: The facility was not staffed, but there were no other activities obvious.		
36. On your departure did a member of staff say 'goodbye'?	N/A	
Comment: As we left Andrea saw me coming and got the book ready for me to sign out. She asked if everything was okay and wished me 'Good evening.'		
37. Were you thanked?	N/A	
Comment: N/A		
38. Was the overall lay-out of the Club customer-friendly and the facilities easy to use?	No	0/5
Comment: The changing rooms were downstairs, the pool upstairs. It felt a bit weird walking out into the pool area as the hotel is next to you, so it felt like you were on display. It would have been better if gowns were available to walk from the changing room to the pool area. These would also have provided a pocket for your room key, which was needed to re-enter the changing area.		

39. Do the overall tangible aspects of this department meet your expectations?**Yes** 5/5

Comment: Apart from the swimming pool feeling disconnected from the other facilities, the steam room and sauna were very pleasant. The changing areas were modern and contemporary, the showers were good. I enjoyed the facilities I used.

Reflections**100.00% (55 / 55)****1. Did you enjoy your stay?****Yes** 5/5

Comment: Overall a very favourable stay, there were issues, but nothing that would have made me balk at staying again.

2. Were your expectations met?**Yes** 5/5

Comment: They were, the room met my expectations, my wife felt that some aspects were not quite as she would have expected, the food as an example was plentiful and tasty, but she felt it could have been a bit more sophisticated. Personally I liked it.

3. Would you return to this hotel based on this experience?**Yes** 5/5

Comment: I am price driven. The price I paid for the room was around my normal budget. I think if we returned we would eat elsewhere in the evening.

4. Would you recommend this hotel to others?**Yes** 5/5

Comment: The staff were friendly, the position is good, the facilities good, it had plentiful parking.

5. Were you treated with genuine hospitality?**Yes** 5/5

Comment: All the staff were great, and they provided a great service.

6. Did the staff make you feel welcome and valued?**Yes** 5/5

Comment: Absolutely.

7. State any member of staff that demonstrated outstanding customer service and why? N/A

Comment: Max in the bar was extremely friendly and engaged. Dimitri in the restaurant ran it mostly on his own, very efficiently.

8. Did you feel you were treated as an individual?**Yes** 5/5

Comment: As a couple we were given good treatment that felt above and beyond just going through the motions.

9. Did you feel staff engaged with you sufficiently?**Yes** 5/5

Comment: Absolutely, it was not busy so they had time to chat between serving. All were engaging and friendly.

10. Did staff show a willingness to help in a discreet manner?**N/A**

Comment: Not that I had any need for discretion, but I am sure they would have been discreet if needed.

11. Throughout your visit, was help offered to you (for which you did not ask) in a useful proactive manner?**Yes** 5/5

Comment: From doors being held open, to cheery smiles and 'Hellos.'

12. Was your overall experience a positive one?

Yes 5/5

Comment: I liked the hotel, there were minor issues, but overall it was very positive.

13. Did the whole experience represent value for money?

Yes 5/5

Comment: The room fee was good, the food was good, but for my wife (although she was happy with the room) the food lacked some finesse.

Overview

Please give an overall summary of your experience

Comment: From arrival to departure the hotel staff were welcoming and made me feel welcomed. I think something went wrong with our room service order, but it was resolved quickly and with apologies. There were a few minor issues with the room, but it was comfortable, and on the plus side there were some really great touches (a bow in the tissue box in the bathroom for example, the sewing kit, the huge TV, the good internet, the European plug socket in the bedroom.) On the down side the lift at the front of the property felt it had seen better days, and unfortunately this is part of the first impression. Food was plentiful and of good quality. The staff were genuinely helpful and engaged and at the end of the day, they are the team that make the customer feel special.

STAFF PROFILES

Profile 1

Name

Carmen (by telephone) Booking and checkout.

	1	2	3	4	5	6	7	8	9	10
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Attention to detail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Profile 2

Name

Andrea

	1	2	3	4	5	6	7	8	9	10
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Attention to detail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Profile 3

Name	Dimitri (Restaurant)									
	1	2	3	4	5	6	7	8	9	10
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Attention to detail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Profile 4

Name	Max									
	1	2	3	4	5	6	7	8	9	10
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Attention to detail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Survey Total: 90.56% (1055 / 1165)



📍 51001 - Richmond Hill, BH2 6EN

📅 2019-01-21

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  51001 - Richmond Hill, BH2 6EN
 2019-01-21
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2019-01-21

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