

Name: _____ Tel: _____

Address: _____

Email: _____

Room Number: _____ Arrival Date: _____ Departure Date: _____ First Visit? Yes No

Reason for visit: Short Break Holiday Business Conference Wedding Other (specify) _____

How did you hear of Manor House Country Hotel? Advertisement (specify) _____

Brochure (specify) _____ Recommendation Tour operator/Travel Agent

Internet Other (specify) _____

INITIAL CONTACT	Excellent	Good	Fair	Poor
Telephone Manner				
Hotel Website				
Reservations				
Porters				
Reception				

GUEST ROOMS	Excellent	Good	Fair	Poor
Decor				
Facilities				
Comfort				
Cleanliness				
Room Service				
Toiletries				

FOOD & SERVICE	Excellent	Good	Fair	Poor
The Belleek Restaurant (if applicable)				
The Cellar Door Bar & Bistro (if applicable)				
The Watergate Bar (if applicable)				
Menu Variety - in general				
Quality of Food - in general				
Promptness - in general				

GENERAL	Excellent	Good	Fair	Poor
Hotel Facilities				
Leisure Facilities				
Atmosphere				
Conference Facilities				
Staff Attitude				
Value for Money				

If any member of staff has stood out for their contribution to your guest experience please name them here: _____

Would you consider staying with us again? Yes No Would you recommend the hotel to friends/family? Yes No

Please add any other comments _____

Please tick this box if you DO NOT wish to be included in our mailing list for future events, activity weekends or special offers at Manor House Country Hotel