



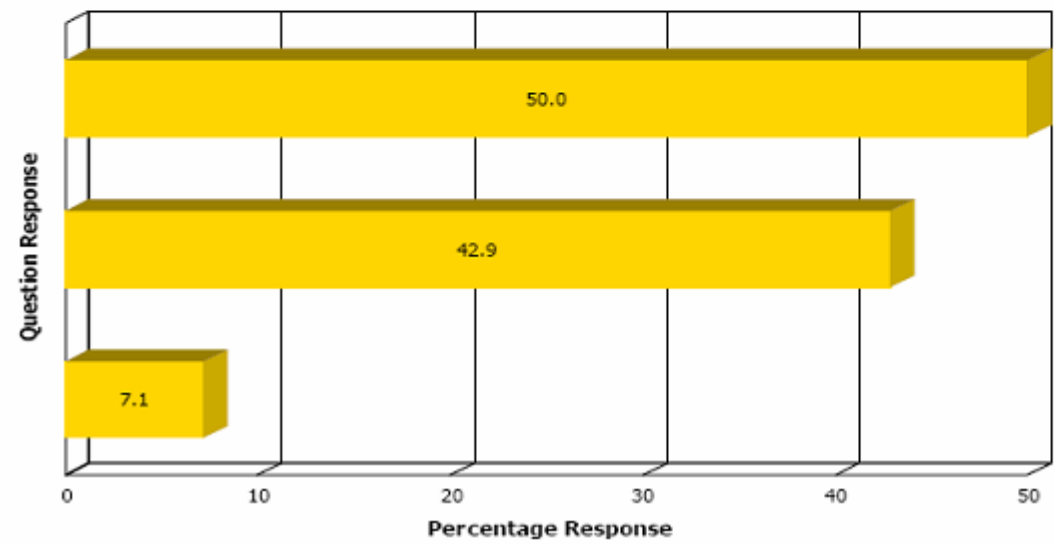
**Hotel front  
page**

Item Text	Responses	Response %	Question Ref
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**How many nights did you stay at this accommodation?** Radio Buttons 45499

1	7	50.0%
2	6	42.9%
3	1	7.1%
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14		
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**Average Score = 1.57**  
**Response Score = 22**



**Results  
Hotel**

## 5. Why were you staying in the area on this visit? \*

Please Select:  Other (please specify):

## 6. How did you find out about the establishment? \*

- Personal recommendation
- Tourist Information Centre
- Tourist Board Brochure
- Another brochure
- Had stayed on a previous visit
- www.VisitScotland.com
- Establishment's own website
- Other website
- Passing/ driving by
- Travel Agent
- Other (please specify):

## 7. How did you book your accommodation? \*

- By telephone directly with the accommodation
- By email directly with the accommodation
- By letter directly with the accommodation
- Tourist Information Centre
- www.visitscotland.com
- Accommodation's own website
- Another website
- It was part of an organised tour
- Through a Travel Agent
- Did not book in advance



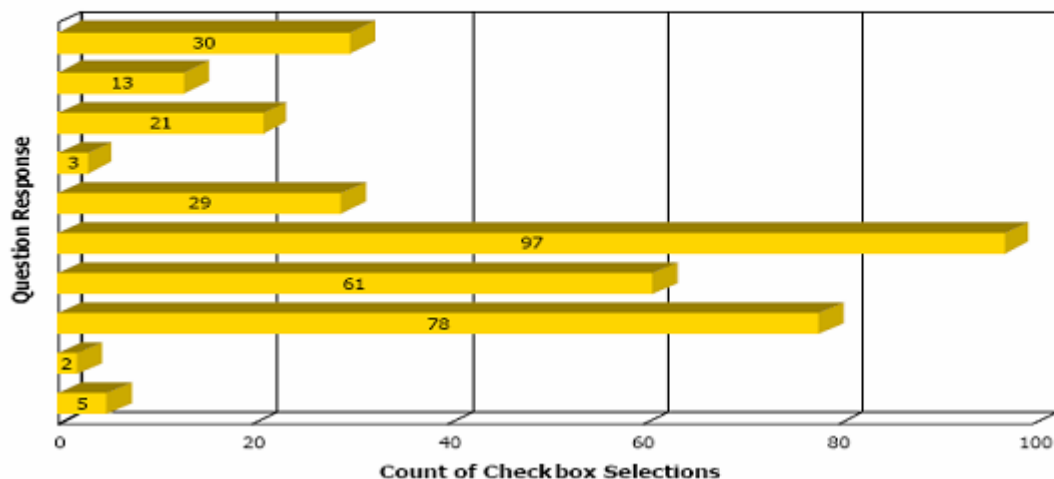
Item Text	Responses	Response %	Question Ref
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**How did you find out about the establishment?**

Checkboxes 39134  
Page 4

Personal recommendation	30	8.5%
Tourist Information Centre	13	3.7%
Tourist Board Brochure	21	6.0%
Another brochure	3	0.9%
Had stayed on a previous visit	29	8.2%
www.VisitScotland.com	97	27.6%
Establishment's own website	61	17.3%
Other website	78	22.2%
Passing/ driving by	2	0.6%
Travel Agent	5	1.4%
	----- 339 -----	

**Completed Survey Count = 352**





## Is there anything that we are doing particularly well at this hotel?

Suggestions on the places to visit or see, restaurants, shops etc. were very much of use, as well as arranging traintickets etc.

Young boys working in the dining room were really friendly.

Superb service from the butler teams, in particular Ben the Head Butler

The atmosphere is professional yet warm and the furnishings and staff reinforce the feeling that you are a guest in someone's lovely home.

The attention to detail and courtesy of your butlers is second to none - nothing was too much trouble.

The butler service on arrival was fabulous. We were given information on the Fringe Festival (which resulted in us seeing a great show), on interesting things to see, on a great restaurant (which was then booked for us)...all within half an hour of arriving.

We were also early, intending only to drop our bags off.. but were able to check in and go to our room straight away!

The friendliness and helpfulness of the staff.

The hotel is beautiful, staff is helpful

The reception of guests is the best I have ever experienced. We felt comfortable and relaxed immediately upon walking in the front door.

The relaxed atmosphere within luxurious surroundings.

The service and attentiveness of Jon and Sarah was without fault. They made me feel very welcome at LJResearch. They were always friendly and acknowledged you as you were coming and going. It was a pleasure not to be just another anonymous guest.

Freetext

## Is there anything that could be improved to make your visit more enjoyable?

Length of time we had to wait for next course at meals - only complaint but a big one! My husband got so fed up waiting for dessert e made us walk out and I didn't get my pudding!!

Live Music?

Lower prices at the bar.

Maybe a lift, but i realise its a listed building. Sky TV would be nice too, and maybe a selection of newspapers in the morning?

menu in bar

more attention to room facilities (e.g.tissues)

Better room ergonomics, such as bathroom layout (my experience is Rm 12)

More breakfast choices

Be quicker generally and especially with refilling coffee

More shampoo and soap replacements during stay would be a plus.

more then one sachet of hot chocolate would be nice in a double room. (We had to draw straws for the single packet provided)

More variety at breakfast would be nice.

My husband is extremely tall and we found our room and en-suite to be rather small he certainly could not shower standing upright underneath the shower head!! it was only just OK for myself at 5ft 8".

Generally speaking the furnishings were very nice and the bed was very comfortable with crisp clean bed linen. It was purely a spacial thing.

Freetext