



**Overall**

If in this area again, how likely would you be to stay at the Cavendish rather than any other hotel in the area?

Definitely Will 10 9 8 7 6 5 4 3 2 1 Definitely Not

If in this area again, where would you choose to stay if you were not staying at this hotel?

.....

How likely would you be to recommend The Cavendish to others in the future?

Definitely Will 10 9 8 7 6 5 4 3 2 1 Definitely Not

What was the primary purpose of your visit?

1  Business 2  Meeting/Conference 3  Leisure

How did you hear about the hotel?

1  Internet 2  Travel Agent 3  Company preferred 4  Recommendation 5  Have stayed previously 6  Other

What was the best part of your stay?.....

.....

What could we do better? .....

.....

Is there a member of the team who exceeded your expectations? If yes, please state which employee:

.....

Your feedback really helps us to maintain and improve our hospitality. It may be beneficial for us to follow up your comments. Alternatively, if you do not wish to be contacted about your stay, please tick this box.

If you do not wish to receive any further information from The Cavendish London, please tick this box.

Date: -- / -- / -- Your name..... Room number: .....  
DD MM YY

Email address (BLOCK CAPITALS)

.....



# The Cavendish

## London

Dear Guest

### Thirty Seconds for your Feedback

Thank you for choosing to stay at The Cavendish London. We value your comments and appreciate you sharing them with us. Your feedback about our people, facilities and service enable us to understand your expectations and make improvements to our standards of hospitality, staff training, as well as future investment in the hotel.

Please enclose your survey in the envelope provided which you can either hand in to Reception, or use the Freepost envelope provided.

If there is any area of our service that requires immediate attention during your stay, please contact the Duty Manager and give us the opportunity to resolve the issue before you leave the hotel. We are here to ensure you enjoy your stay with us.

We look forward to welcoming you back very soon.

Yours faithfully,



**Ciarán Fahy**  
General Manager