

2009 Guest Survey



The total number of holidays taken in 2009 were 649, a small increase from 2008's 640. This included a high number of returnees and guests that stayed for two or three weeks.

The total of received guest surveys for the 2009 season stands at 123. This is a drop in last years final figure of 148 and again reflects the need to encourage the guests to complete surveys on their return home. Trevanion hopes that the added option of being able to complete the survey online, via our website, will help to increase the number of surveys received each season.

Guests are prompted during the Welcome Meeting and departure from Trevanion House about filling in and returning the surveys, this helping hopefully to ensure that a large number of surveys will be received back.

There were only a total of 1223 surveys returned for the 2009 season, which is a small amount considering there were 649 bookings taken. Of the surveys we had returned, 92 of the guests had previously visited Trevanion House and the remaining 31 were new guests.

Within the guests survey we ask the guests to rate the bedroom, staff, lounges, dining room, outings, opportunity for choice, food and souvenirs to buy.

The results for 2009 are listed in the table overleaf alongside the results for 2008.

*Please note that in 2008, two surveys recieved included no ratings, as did one of the 2009 surveys received.

Season	Smiley		Neutral		Non-Smiley		Total	
	08	09	08	09	08	09	08	09
Bedrooms	132	115	13	6	1	1	146	122
Staff	138	119	8	3	0	0	146	122
Lounges	132	112	14	13	0	0	146	122
Dining Room	136	113	10	13	0	0	146	122
Outings	139	112	6	6	1	1	146	122
Choice	132	115	11	6	1	2	146	122
Food	126	107	19	10	1	6	146	122
Souvenirous	120	109	24	10	2	1	146	122

Although the surveys received were from a lower percentage, the findings above do provide us with some important information.

The large majority of results obtained show a positive feedback for all areas of guests holiday, however all opinions that indicated weaker areas will be looked into and once more, improvements will be made for the 2010 season.

As part of the survey, the guests are asked: **"What did you think of the arrival and check in procedure?"**

The comments made were very positives, with many guests saying they felt it was relaxed and welcoming. Only one negative, comment was made, in which one guest felt he was waiting too long.

In the next section of the survey form it is asked: **"What part of the Holiday did you enjoy the most?"**

The majority answering this, listed that the outings and attractions visited were the part of the holiday they enjoyed the most.

Other frequently mentioned statements included how much they had enjoyed meeting and getting to know other people, the evening entertainment making new friends and friendly helpful staff.

The next question asked is "What part of the holiday did you enjoy the least?"

Answers to the question included a lot of non Trevanion House specific occurrences, such as the weather and wanting to stay longer.

As a whole, there were very few negative comments made, although those surveys that did include a negative comments made, although those surveys that did include a negative point stated occurrences that were unrelated to their stay at Trevanion House, such as the poor weather or a destination being closed.

At the end of the survey, there is an empty box encouraging guests to make additional comments or suggestions if desired.

All comments added by either or their families or carers show how much the holiday experience is enjoyed and something that our guests look forward to each year. Suggestions for alternative destinations shall be looked at by the Holiday Manager and a small number of comments regarding the food have been dealt with by the catering staff.