

Guest Survey Report 2010

The total number of guests' places taken in 2010 was 660. This number includes returnees and guests staying for two and three weeks.

The current total of Guest Surveys returned stands at 116, a slight drop in numbers compared to the 2009 season. This highlights the need to encourage the guests to complete the surveys on their return home.

We will continue to promote the importance of our guests providing us with feedback so we can give them an unforgettable holiday experience. There is also the added option of being able to complete the survey online, via our website. Trevanion House hopes that this will aid the increase of surveys received each season.

Below is a table listing previous yearly totals.

Year	2006	2007	2008	2009	2010
Total	131	98	148	123	116

Guests are prompted during their Welcome Meeting and on Departure from Trevanion House about filling in and returning the surveys. In the 2011 season there are plans to introduce a Suggestion Box that will be emptied on a weekly basis. Trevanion House hopes that this will be used by guests, as an addition to the Guest's Survey. Maybe the fact that they can "strike whilst the irons hot", will give us some vital feedback.

Of the surveys we had returned, 88 were returned by guests who had previously holidayed with us and the remaining 28 were from guests who had visited for the first time.

Within the first section of the guests survey, we ask the guest to rate the bedrooms, the staff, the lounges, dining room, outings, opportunity for choice, food and the souvenirs available to buy.

The table below highlights the findings from the 2010 Guest Survey.

	Happy 😊	Neutral 😐	Unhappy ☹️	Total
Bedrooms	104	10	0	114
Staff	107	6	1	114
Lounges	108	5	1	114
Dining Room	105	8	1	114
Outings	106	7	1	114
Choice	100	12	2	114
Food	103	11	0	114
Souvenirs	86	22	1	114

We received two surveys that did not include ratings for the above categories.

Although the surveys received are from a low percentage of guests, the above findings do provide us with some important information.

Largely the results indicate a positive response, however the weaker areas will be looked into and improvements made for the forthcoming season of 2011.

In the next section of the survey we ask “What did you think of the arrival and check-in procedure?”

Overall the comments made were very positive, with many remarking that they felt it was welcoming and relaxed, and many more were thrilled to be at Trevanion House and were eager to settle in and begin their holiday.

With just two negative remarks, one of which saying they waited too long which may have been due to the order of arrival. The other referred to confusion as to who was picking this particular guest up from the station; all travel details are arranged in advance so this may have been due to a delay in public transport. Overall there were very positive comments.

The next question asked is, “What part of the holiday did you enjoy the most?”

The majority answering this listed the outings and attractions visited as the best part of their holiday. This was followed closely by :

- meeting up with friends they had met on a previous holiday
- making new friends,
- the helpful staff .

The evening entertainment was mentioned in several surveys, Trevanion House tries to cater for all, but if a guest does not wish to participate in the stated entertainment there are other options available.

We also ask “What part of the holiday did you enjoy the least?”

Altogether there were a few negative points raised, those stated included many non-Trevanion specific occurrences, such as bad weather and wishing their holiday could have been longer. Other remarks were more on a personal level, “ Did not enjoy the disco” or “Did not like being in crowded places”.

Included into our survey is an empty box for our guests to make additional comments if desired. We receive many ideas which help us evaluate and determine what changes or advances we can make, this assisting us in ensuring we continue to provide a holiday experience that fulfills our guests' expectations.

Summary

Results of the 2010 Guest Survey feedback have helped us highlight areas we aim to improve and develop for the 2011 season.

- As a result of figures gathered regarding the food and choice, in the 2010 survey, there is now a choice of two options for the evening meal for the Main course and the Dessert. This will be implemented at the start of the 2011 season.
- For the forthcoming 2011 season there are new souvenirs on offer with some based on the Trevanion House 20th Year celebrations, which are spread out over the year so that as many of the guests can join in with our milestone as possible.
- There has been a new surround sound system installed in the dining room which will enhance the Karaoke, Disco, I Tunes and the standard of sound when watching DVD' s. Wireless microphones have been acquired.
- As with every season we update our trip selection, ensuring we keep up to date with one-off events around the county as well as the standard attractions, giving our guests as much choice as possible.
- Managers regard the continual uplift to rooms, fixtures and fittings as a matter always to be kept under review.
- The various departments within the running of Trevanion House are committed to working closely together to ensure we deliver what the guests really want, 'communication' being key to improvement.
- The results of this survey will be displayed for all our staff to view, thus assuring all staff have access to up-to-date general guests' opinion and underlining the need for us to maintain the same high standards as of previous seasons.