

Combined Questionnaire Results for Robinson College

- 1 = Unacceptable / Strongly Disagree
 2 = Poor / Disagree
 3 = Average / Neither Agree nor Disagree
 4 = Good / Agree
 5 = Excellent / Strongly Agree

**Robinson College**

Arrival Experience	1	2	3	4	5
How would you rate your first impression of the venue	-	-	3.92%	43.63%	52.45%
The members of staff assigned to you liaised with you and were aware of your requirements	-	0.48%	0.96%	21.15%	77.40%
Health and safety procedures were communicated clearly	-	5.56%	17.17%	53.54%	23.74%
Booking Experience	1	2	3	4	5
Initial enquiry was handled quickly and by knowledgeable staff	0.53%	0.53%	2.12%	21.69%	75.13%
The brochure and information provided was accurate and easy to understand	-	1.14%	4.00%	35.43%	59.43%
The contacting procedure was straight forward, the agreement sheet and terms and conditions were clear	1.53%	0.51%	3.06%	36.22%	58.67%
Staff suggested options that were helpful and relevant to the purpose of the event	0.53%	0.53%	3.17%	28.57%	67.20%
Coming Back to this Venue	1	2	3	4	5
You would use this venue again	-	0.48%	4.33%	24.52%	70.67%
You would recommend this venue to others	0.49%	-	3.40%	29.61%	66.50%
General Service Delivery	1	2	3	4	5
For residents, how would you rate the bedroom check-in and check-out	-	-	3.62%	42.75%	53.62%
How would you rate the handling of the business services (messages, faxes, emails etc.)	-	-	7.48%	45.58%	46.94%
How would you rate the effectiveness of the audio-visual and technical facilities	-	-	6.70%	29.90%	63.40%
How would you rate the service support for the technical and audio-visual facilities	-	-	3.61%	20.10%	76.29%
For residents, if you had any room account queries how well were they handled	-	-	7.79%	36.36%	55.84%
Meals and Breaks	1	2	3	4	5
The service of your meals and refreshments was as required	0.99%	0.99%	1.49%	20.30%	76.24%
How would you rate the quality of the food and drinks	0.49%	0.49%	3.90%	27.80%	67.32%
How would you rate the portion size of the meals and refreshments	-	0.50%	3.47%	28.22%	67.82%
How well were any dietary requests dealt with	-	1.05%	3.66%	27.75%	67.54%
Meeting or Event Follow up	1	2	3	4	5
The invoice was accurate, it was received soon after the meeting/event and was as expected	0.58%	2.89%	12.14%	34.68%	49.71%
Overall Performance of the Venue	1	2	3	4	5
How did the staff that you came into contact with handle your requirements	-	-	2.40%	11.06%	86.54%
If there were any problems how well did the venue cope with dealing with these	-	-	4.76%	27.38%	67.86%
How would you rate the value for money offered by this venue	-	-	6.34%	53.17%	40.49%
Staff Attitude	1	2	3	4	5
How did you rate the staff at this venue	-	-	0.96%	9.13%	89.90%
How well did the staff maintain contact with you before, during and after the event	-	-	0.98%	15.61%	83.41%
The Venue	1	2	3	4	5
How would you rate the cleanliness of the venue overall	0.48%	-	3.85%	29.33%	66.35%
How would you rate the comfort of the meeting room	-	0.49%	2.94%	39.71%	56.86%
If your course was residential, how would you rate the quality of the bedroom accommodation	-	1.41%	11.97%	63.38%	23.24%

