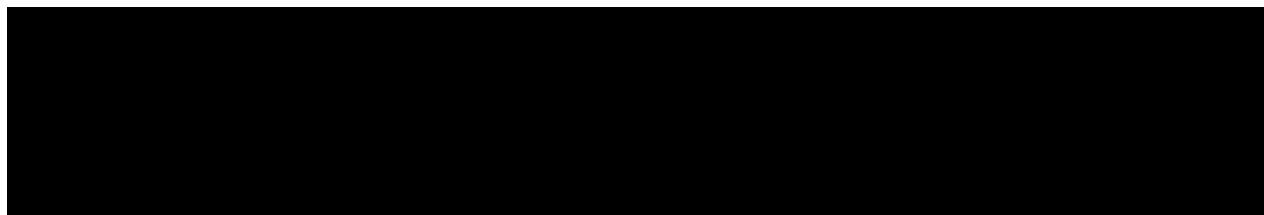
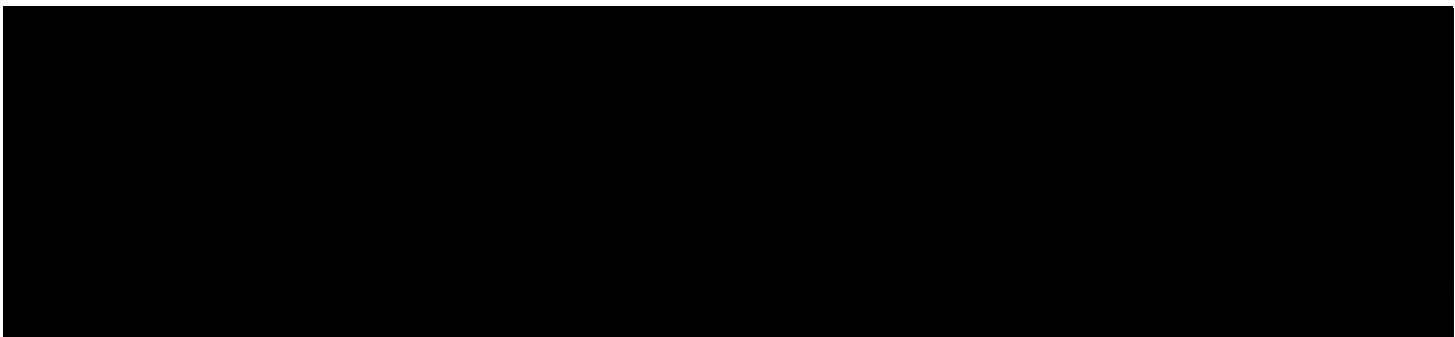

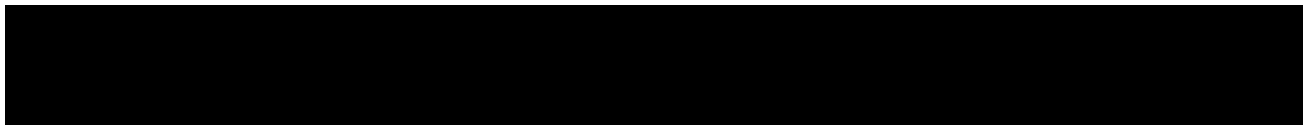


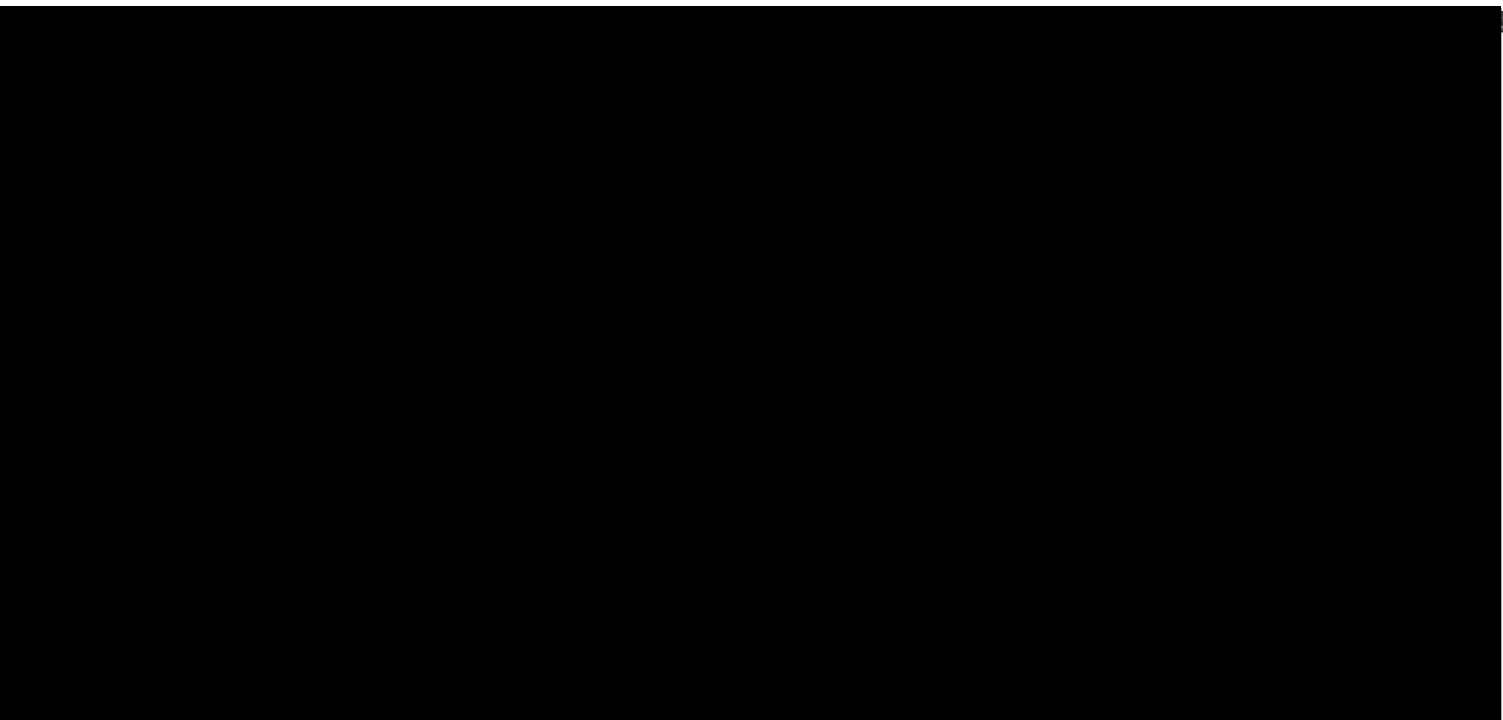
12th February 2015.

Dear Sirs.

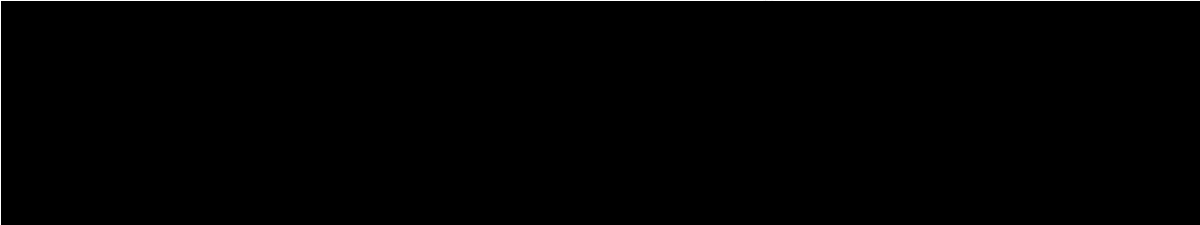


We are now aware that the extended hours licence afforded to the Ducking School has been suspended. We believe, alas only until March 2015.



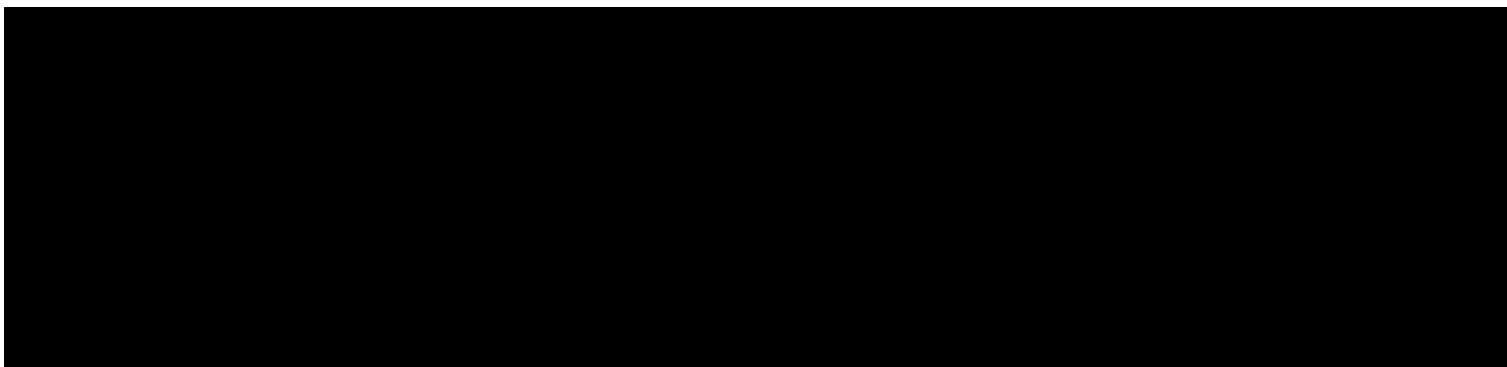
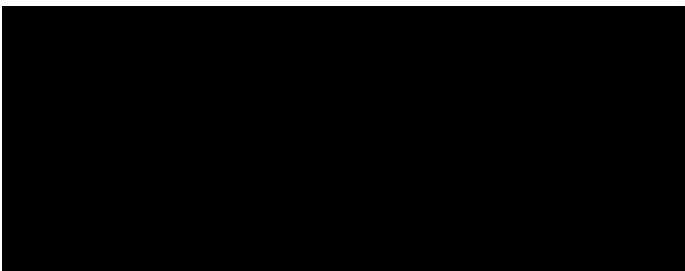


Dear Sirs.



The disruption that is currently being caused, is due to the noise levels late at night being emitted from the adjacent establishment: The Ducking Stool, West Street, Leominster. Who, without our prior knowledge, have been recently granted an extended hours licence.

We would appreciate it if this matter could be investigated, with a view to The Ducking Stool extended hours licence being revoked.



Talbot Hotel

★★★ West Street, Leominster HR6 8EP, England (Formerly BEST WESTERN Talbot Hotel)



b00074
Warrington, United Kingdom

Contributor

- ★ 18 reviews
- 🏠 5 hotel reviews
- 🌐 Reviews in 12 cities
- 👤 10 helpful votes

"Lovely hotel but we not so great room"

👍👍👍👍👍 Reviewed 20 February 2014

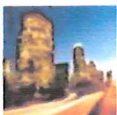
We stayed here over the valentines weekend on a voucher deal (thanks to my kind in-laws) and the hotel itself is a lovely old coaching inn which was full of character in the main parts. My only complaint was that our room was at the front of the hotel, opposite what must have been the noisiest, busiest pub in Leominster! We didn't complain to the hotel because that obviously wasn't their fault and we were on a voucher deal so we thought that those rooms are probably reserved (although it does mean that we are unlikely to come back). The staff were absolutely lovely and really friendly and the breakfast was great too - definitely go for the brioche with salmon and scrambled eggs. We just didn't get much sleep!!!!

Room Tip: Try not to get room 3 on the second floor.

[See more room tips](#)

Stayed February 2014, travelled as a couple

👍👍👍👍 Value 👍👍👍👍 Rooms



wart1
stourbridge

Top Contributor

- ★ 123 reviews
- 🏠 47 hotel reviews
- 🌐 Reviews in 65 cities
- 👤 95 helpful votes

"Quaint and friendly, just a bit tired"

👍👍👍👍👍 Reviewed 24 February 2014

First impressions on arrival very positive- found the place easily enough and ample on site parking followed by big smile and genuinely warm welcome from charming receptionist. Indeed all staff invariably helpful and friendly. Loved the warm, "period" feel- low ceilings, exposed timber, old furniture, creaking floorboards, open fire in bar, etc. In a place like this that has been altered and added to over many centuries the rooms are not going to be uniform and were clearly not built before en suite bathrooms were expected, so en suites are small, shower only and not that "private". Our first room was oddly decorated, not at all in keeping with the period and prone to noise from the street. WC ceased to work and we were moved to a rather more pleasant room, albeit where again the plumbing was a bit unwilling. Parts of the property, inside and out, could do with a lick of paint- easy for decline to set in to such an old building if neglected too long. Bar areas very pleasant with nice beer on tap, good bar snacks (tasty, substantial and good value) and reasonable restaurant- not exactly fine dining but a fair choice and we found something to slake our thirst on the wine list. Nice breakfasts. Good value and we would stay again but ask for a quieter room- creaking floorboards are fine and part of the charm but ululations from the street are best avoided if possible.

Room Tip: Preferably not overlooking the street

[See more room tips](#)



elizabeth m
London, United Kingdom

Contributor

- 16 reviews
- 6 hotel reviews
- Reviews in 9 cities
- 13 helpful votes

"WE WOULD HAVE LOVED TO HAVE RATED IT 5"**

Reviewed 4 March 2014

Such a shame that Leominster seems to have MORE than it's fair share of VERY LOUD LATE NIGHT PEOPLE or 'The Lungs Of Leominster' as we shall always refer to them from now on! The Talbot staff were excellent, the food was excellent, the room was excellent BUT, my oh my, what a racket between Midnight & 4.30 am !!!! As it is winter the windows were closed BUT STILL THE SHOUTING & HOLLERING KEPT US AWAKE, so much so that we curtailed our break & went home a day early TO GET SOME SLEEP. How the Talbot could ever address this noise issue I have no idea, but we would say this is a very nice hotel to stay in.

Room Tip: Dual aspect rooms require earplugs !

[See more room tips](#)

Stayed March 2014, travelled as a couple

Value Rooms



Dave A
Solihull, England, United Kingdom

Senior Contributor

- 40 reviews
- 8 hotel reviews
- Reviews in 20 cities
- 20 helpful votes

"Weekend stay in Leominster"

Reviewed 17 March 2014

A very pleasant stay in the Talbot Hotel, Leominster. It's an old traditional hotel, none of your mod-cons, but that's not a criticism. We were on the top floor, at the front and because it lacks double glazing, street noise can be a distraction. The staff were very friendly, the food, both the bar snacks and the breakfast were really good. The only not so good comment would be that the rooms are a bit tired and could do with a refresh.

Room Tip: Don't have one at the front of the hotel, street noise can be a distraction

[See more room tips](#)

Stayed March 2014, travelled as a couple

Value Rooms
 Location Cleanliness
 Sleep Quality Service

[Less ▲](#)

Was this review helpful? 3



Sue B
Chichester, United Kingdom

Senior Reviewer

★ 7 reviews

🏨 3 hotel reviews

🌐 Reviews in 7 cities

👍 13 helpful votes

"This is a lazy hotel"

●○○○○○ Reviewed 26 May 2014

We arrived weary from long journey to find car park full. The receptionist told us locals are a bit naughty and park there.. We could walk through co op car park and use local doctors parking round corner...?! So hotel - why not do something! A voucher and/or clamp system is so easy. Locals don't stay at the hotel and pay - returning guests will.

We read hotel can get some road noise however it does not say about clubs turning out between 2 and 3 in morning and constant chanting, swearing and just bellowing. The windows are not double glazed and noise kept us awake. Again, do something, just show you've tried - maybe secondary glazing. Anything to try and provide what guests pay for - a nights comfortable sleep.....

There was a door into our bathroom from hallway in addition to a room door. Obviously previously communal bathroom but it made us feel vulnerable as my daughter and I were travelling alone. It's unsightly and offers no security.. Should do something.

We had a meal in the bar and as the waitress put my plate down the chips fell off over me and on floor which she ignored, didn't apologise, and even though I just smiled, honest....., she then told me it was my fault for moving my keys and walked off..... Ok I'll do something... I'll pick up the chips!



David L
Carlisle, United Kingdom

Senior Reviewer

★ 9 reviews

🏨 4 hotel reviews

🌐 Reviews in 6 cities

👍 3 helpful votes

"An old inn in a market town"

●●○○○○ Reviewed 25 July 2014

We stayed at Talbot house to break our journey from Cumbria to Devon.

Leominster is an interesting historic town as was the hotel - a little old fashioned and rather dated. In some ways it suits the town! he welcome was genuine once we found our way around the one way system. The room was not special. It overlooked the main street which was to cause trouble the second night. Even with all the windows closed we could not avoid being woken at 2 am when rowdy parties started to leave the pub opposite.

The breakfast was very good and adequate with a good selection to suite all appetites .

The bar meals in the evening were not special.

AS a budget hotel to stay a night whilst travelling, it met our needs but I don't think we would go there for a holiday.

Room Tip: Ask for a room not overlooking the street. There were rooms overlooking courtyard / car park which m...

[See more room tips](#)

Stayed July 2014, travelled as a couple

●●○○○○ Location

●○○○○○ Rooms

●○○○○○ Service

[Less ▲](#)

Was this review helpful? 3

[Ask David L about Talbot Hotel](#)



Ray M
Cambridge

Senior Reviewer

★ 9 reviews

🌐 Reviews in 5 cities

🏆 29 helpful votes

"Worth a visit"

⊙⊙⊙⊙⊙ Reviewed 7 August 2014

The Talbot is a typical quirky Best Western hotel and there is a real sense of age as you enter the hotel. The staff were very friendly and helpful in amending a booking at the last moment, The rooms were clean and comfortable, though there is no lift so watch out if you don't like stairs.

Unfortunately we had a room on the front of the hotel which was very close to one of Leominster's late night licenced clubs and the noise on a Friday and Saturday was a real nuisance up to about 2:30am.

Our real disappointment however was in the restaurant. The food could best be described as boring with a very limited menu and I think prepared by a cook who had no aspirations to be a chef.

Room Tip: Avoid front rooms on a Friday or Saturday night

[See more room tips](#)

Stayed August 2014, travelled as a couple

⊙⊙⊙⊙⊙ Rooms

⊙⊙⊙⊙⊙ Cleanliness

⊙⊙⊙⊙⊙ Service

[Less ▲](#)

Was this review helpful? Yes 10



Anne D
Oxford

Senior Reviewer

★ 7 reviews

🏨 3 hotel reviews

🌐 Reviews in 6 cities

🏆 8 helpful votes

"Brilliant value for money"

⊙⊙⊙⊙⊙ Reviewed 29 September 2014

We went here for a two night stay using an Amazon voucher. The value for money was absolutely fantastic. The hotel itself was very old and quaint. We had a spacious room on the top floor which was clean and had everything you could want - comfy bed, tea and coffee making (with the nice addition of a teapot), and a TV with a multitude of stations. Breakfast was what made this place though. There was a fabulous buffet to choose from, and top of that, a huge freshly-cooked and tasty English breakfast was served to your table. Not only that, but the staff were friendly and efficient.

The only downside to the visit (and something that is mainly outside of the hotel's control), is the noise in the street outside when the nightclubs in the town empty at 2am. Both nights we were awoken to screaming, shouting and fighting outside. Some secondary glazing might help with the problem. But all in all, a very pleasant stay.

Room Tip: Try and choose a room at the back of the hotel rather than the front to avoid being woken up.

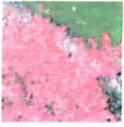
[See more room tips](#)

Stayed September 2014, travelled as a couple

⊙⊙⊙⊙⊙ Value

⊙⊙⊙⊙⊙ Rooms

⊙⊙⊙⊙⊙ Service



HillWalkerCanter...
Canterbury

Senior Contributor

- ★ 22 reviews
- 🏨 13 hotel reviews
- 🌐 Reviews in 17 cities
- 👤 19 helpful votes

"Reasonable hotel"

⊙⊙⊙⊙⊙ Reviewed 5 October 2014

We stayed two nights on an Amazon local voucher. The room we were given was spacious and clean, the bed was comfortable and the bathroom although very small was clean and the shower was good, plenty of hot water. We liked the addition of the teapot to the tea and coffee making facilities in the room (other hotels take note!) but sadly the room overlooked the road and we were woken both nights by late revellers, secondary double glazing would have really helped here. There was a big minus though, the seven doors leading to our room were, no doubt, required by fire regulations but one of the short corridors had such a bad smell that I tried to hold my breath when walking down it. I think it was caused by some kind of cleaning fluid but it was strong acrid and most unpleasant and coloured how I felt about staying here as it was strongly reminiscent of cheap and nasty motels in America and I imagine not the image that the Talbot wants to project!

I should mention that the wifi was one of the best I have encountered a strong signal in our bedroom, quite unusual. The breakfast was more than adequate and the staff efficient and very friendly. A room at the back would solve the noise problem and the unpleasant smell was only in one short corridor.

Stayed October 2014, travelled as a couple

- ⊙⊙⊙⊙⊙ Rooms
- ⊙⊙⊙⊙⊙ Cleanliness
- ⊙⊙⊙⊙⊙ Service



Snowdonia46
Island of Anglesey, United Kingdom

- 1 review
- 👤 1 helpful vote

"Good value."

⊙⊙⊙⊙⊙ Reviewed 8 October 2014

Just what you might expect of a 15th Century coaching inn - oak beams, low ceilings, the odd creaking floorboard - this hotel is full of character but includes a couple of modern necessities as well, such as a free (smallish) car park and WIFI. Our room was a suitable size with an extremely comfortable bed and a nice bathroom with shower. Having read other reviews that mentioned noise from the street at weekends, I asked for a room at the back when I made the booking. This was provided and we enjoyed an excellent night's sleep. The members of staff we met were very polite, cheerful and helpful. We didn't eat at the Talbot but found a nice Italian restaurant just a short walk along High Street.

Room Tip: Rooms at the rear are quieter.

[See more room tips](#)

Stayed October 2014, travelled as a couple

- ⊙⊙⊙⊙⊙ Location
- ⊙⊙⊙⊙⊙ Cleanliness
- ⊙⊙⊙⊙⊙ Service



Andrew F
Brighton, United Kingdom

Amex Traveller

2 reviews

Reviews in 2 cities

"Charming hotel"

Reviewed 14 November 2014

The Talbot hotel is charming, feels like going back in time. Obviously a very old building right in the centre of town. Apparently once a coaching inn. Creaking staircase, olde worlde decor & furniture which is appropriate. Better than staying in a soulless budget chain hotel. We got a very good deal on the room so was very good value for money. The rom looked a bit dated but clean & appropriate. its not a swish boutique hotel. We ate in the hotel restaurant which fine & probably the best Leominster could offer, breakfast was fine too. The staff were all friendly. My only complaint was the noise made by drunken youngsters at stupid o'clock on the Saturday night which woke us up, but this was beyond the hotel's control

Room Tip: Maybe a room at the back might be quieter

[See more room tips](#)

Stayed October 2014, travelled as a couple

Service

Less ▲



Spoon101
Tiverton, United Kingdom

2 reviews

Reviews in 2 cities

"Better places to stay."

Reviewed 17 December 2014

I dont write many reviews, but I feel I need to on this. Firstly, the staff on reception were excellent, couldnt get any better. From there though, pretty much all down hill. We booked 2 nights, Friday and Saturday, Friday night we probably got about an hours sleep, people outside screeming, shouting, swearing and various altercations until 4 in the morning. We asked to change rooms to one at the back of the hotel, which the lady on reception sorted no problems, even had our bags moved while we were out for the day. The food was ok, pricey, there is an Italian just down the road, which was excellent and reasonably priced too. Cracking pizza. The car park was full on non hotel visitors, so had to park in the car park nearby, not that the hotel car park was secure anyway. Rooms were ok, outdated yes, but clean and well presented. Bathroom was small, the first room we had the shower was excellent, the second room, really poor, no heat or pressure. The hotel is in need of some refurb, but it has its own charm, they receptionist told us it used to be several buildings, now one, so thats why the corridors are a bit random. There is a bar in the hotel, was full not all hotel guests. Resturant was nice, again they had a party of non hotel guests. If you do stay here, request a room away from the road. Probably be ok if you just crash one night on route somewhere else. We left on the Saturday evening, mostly due to coming down with Flu, but also we couldnt risk going without sleep for another night with a 3 hour drive home to do.

Room Tip: Away from road!

[See more room tips](#)

Stayed December 2014, travelled as a couple

paul999mac

Unit 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England

Date Published

9/2/13

atings

Overall Score	3
Sleep Quality	2
Service	5
Value	3
Rooms	5
Cleanliness	5
Location	5

omments

“Nice and quaint but noisy and uncomfortable bed.”

We stayed in room number 3 for 2 nights on a living social deal. Our room was on the first floor facing onto the main road and a local pub called the Ducking Stool. Each night we were either kept awake or woken up by the pubs customers leaving the premises drunk and very loud, shouting at each other seemed the norm... This went on until 4am on the first night but only 2 am on the second. Therefore ask for rooms away from there. The bed room was large as was the bed, but it was one of those romantic style beds, the type where you are thrown into the middle with your partner, my wife in this case, celebrating our 34th wedding anniversary. It wasn't comfortable either. Our first night was spent in the restaurant with only one other couple. The food was well cooked and tasty but expensive, a sweet followed the main course for which I paid £4.95 for 4 limp 'profita rolls' as indicated on our bill. I should have asked the cost as there was no price listed for sweets, I just didn't expect to pay so much. The staff were excellent and very friendly which made up for some of the disappointment in the hotel. Free WiFi is fine but didn't quite reach as far as our room with any noticeable strength. Would I revisit. Probably but I would make sure I was well away from the Ducking Stool and test the bed first.

Room Tip: Avoid the Ducking Stool side of the hotel

Topics Attitude of Staff Billing Irritants - General Irritants - Noise Restaurant

Gundy, Colin

Guest Name Gundy, Colin
Email colin@starsilk.net
Name Code 6006637196862114
Response Date 8/22/13 2:40 AM
Net Promoter Segment Detractor

Property Identifier 83126
Property name 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
Survey Method Web survey
Checkout date 8/19/13
Customer Type BWR
Nights 1
Country

Satisfaction Scores International

Drivers	1	2	3	4	5	6	7	8	9	10
Overall Experience						6				
Overall Service						6				
Overall breakfast				4						
Quality of Guest Room						6				
Working Order of Room Amenities								8		
Cleanliness of Guest Room								8		
Intent to Recommend	1									
Loyalty and Value Summary										
Return	1									
Value for price paid				4						
Overall Product						6				
Reservation and Arrival										
Caring, helpful staff at check-in										10
Appearance of hotel exterior							7			
Appearance of lobby								8		
Guest Room Satisfaction										
Overall Accommodations						6				
Comfort of bed								8		
Décor/furnishing of guest room/suite						5				
Hotel Staff and Service										
Quality of hotel staff/service overall										9
Caring attitude of hotel staff										9
Helpfulness of hotel staff										9
Professional appearance of staff										9
Internet										
In-room internet										8
Restaurant										
Overall sat with restaurant										10
Restaurant staff service										10
Breakfast										
Presentation of breakfast items						5				
Quality of breakfast items				4						
Departure										
Caring, helpful staff at check-out										10

ISSUES

Problem incidence

No	Yes
----	-----

Issue

STAFF HANDLING VS. EXPECTATIONS

Noise

Exceeded	Met	Exceeded	Met
----------	-----	----------	-----

Not Recommended

Other (As detail in 'Not recommended')

Exceeded	Met	Exceeded	Met
----------	-----	----------	-----

Not Recommended

Comments

Hotel improvement

The cooked breakfast on 3rd morning was excellent, on mornings 1 & 2 it was pretty awful.

Can't over emphasise that this hotel can't help being in an unsavoury town, but it could make a start by enforcing its own declared wall plaque that this car park is not a public right of way, and thus reduce the number of unsavouries who clearly inhabit the car park at night - time for a BW inspection I think!

Topics [Parking](#) [Quality of Food & Beverage](#)

Intent to Recommend - 6 or lower

Shabby bedrooms with creaking floors. Undersize car park (we still await a possible fine from the adjacent Co-op car park for exceeding their 2 hour rule) and worst of all the car park has signs all around of the use by druggies and drunks (the hotel even unwittingly provides a brick built corner shelter with seats to accomodate drop outs), a good clean up of the car park would help. We stayed 3 nights in total, on each night there were fights in the streets outside, which kept us awake, with 2 hotel windows broken on the first night. Our relations who live at nearby Kington advised us NOT to leave the hotel at night as you will surely be mugged!

Topics [Irritants - General](#) [Irritants - Noise](#) [Parking](#) [Policies](#)

Other problem

As detail in 'Not recommended'

Topics

Stay Purpose

Leisure

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LordUnstone

Unit 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England

Date Published

9/28/13

Ratings

Category	Score
Overall Score	3
Sleep Quality	1
Service	5
Value	3
Rooms	3
Cleanliness	4
Location	

Comments

"Nice hotel, but..."
 The disadvantage of a city centre hotel was brought home to us by the seemingly incessant racket from the town's drunken yobs through the night! Otherwise, a comfy hotel although we were aware of different smells throughout the building. Our en suite bathroom smelled strongly of bleach, the room must have had an earlier heavy spray of air freshener, but the nice smell emanating from the kitchen at breakfast time was fine!

Topics Bathroom Irritants - General Irritants - Smell

ALERT C: Closed

Elen, David

1 / 10 Medallia

Guest Name	Elen, David	Property identifier	83126
Email	dj.elen@mac.com	Property name	83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
Name Code	200674102	Survey Method	Web survey
Response Date	7/9/13 3:20 AM	Checkout date	7/7/13
Net Promoter Segment	Detractor	Customer Type	D
		# Nights	2
		Country	

Satisfaction Scores International

Drivers	EXTREMELY DISSATISFIED										EXTREMELY SATISFIED									
Overall Experience	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Overall Service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Overall breakfast	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Quality of Guest Room	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Working Order of Room Amenities	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Cleanliness of Guest Room	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Intent to Recommend	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Loyalty and Value Summary																				
Return	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Value for price paid	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Overall Product	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Reservation and Arrival																				
Caring, helpful staff at check-in	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Appearance of hotel exterior	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Appearance of lobby	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Guest Room Satisfaction																				
Overall Accommodations	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Comfort of bed	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Décor/furnishing of guest room/suite	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Hotel Staff and Service																				
Quality of hotel staff/service overall	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Caring attitude of hotel staff	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Helpfulness of hotel staff	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Professional appearance of staff	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Internet																				
In-room internet	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Restaurant																				
Overall sat with restaurant	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Restaurant staff service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Breakfast																				
Presentation of breakfast items	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Quality of breakfast items	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Departure																				
Caring, helpful staff at check-out	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10

Specific Issues

Problem incidence	No	Yes		
			STAFF HANDLING VS. EXPECTATIONS	
Check-in/Check-out	Exceeded	Met	Below	Not Reported
Noise	Exceeded	Met	Below	Not Reported

Comments

Intent to Recommend - 6 or lower

The room smelt of tobacco and was quite tired I ask for a cold beer on a hot day only to be told by the manger who was sitting there drinking with three others that the bar was closed

Then after a night with little sleep because of the noise out side the receptionist said she couldn't sleep ever

So we found another hotel and checked out a day earley

The manager was not available to comment

We will not be staying there again and I don't think we will use best western again

Dave elen

Topics Bar Check-Out/Reception Irritants - General Irritants - Noise Irritants - Smell

Stay Purpose

Leisure

Salter, Kevin

8/10

Medallia

Guest Name Salter, Kevin
 Email kevinsalter951@btinternet.com
 Name Code 6006637213023203
 Response Date 7/13/13 2:19 PM
 Net Promoter Segment Detractor

Property identifier 83126
 Property name 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
 Survey Method Web survey
 Checkout date 7/8/13
 Customer Type BWR
 # Nights 3
 Country United Kingdom

Satisfaction Scores International

	EXTREMELY DISSATISFIED										EXTREMELY SATISFIED									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Drivers																				
Overall Experience																				
Overall Service																				
Overall breakfast																				
Quality of Guest Room																				
Working Order of Room Amenities																				
Cleanliness of Guest Room																				
Intent to Recommend																				
Loyalty and Value Summary																				
Return																				
Value for price paid																				
Overall Product																				
Reservation and Arrival																				
Caring, helpful staff at check-in																				
Appearance of hotel exterior																				
Appearance of lobby																				
Guest Room Satisfaction																				
Overall Accommodations																				
Comfort of bed																				
Décor/furnishing of guest room/suite																				
Hotel Staff and Service																				
Quality of hotel staff/service overall																				
Caring attitude of hotel staff																				
Helpfulness of hotel staff																				
Professional appearance of staff																				
Restaurant																				
Overall sat with restaurant																				
Restaurant staff service																				
Breakfast																				
Presentation of breakfast items																				
Quality of breakfast items																				
Departure																				
Caring, helpful staff at check-out																				

Specific Issues

Problem incidence No Yes

Issue

STAFF HANDLING VS. EXPECTATIONS

Other (Had to move rooms due to noise) Exceeded Met Below Not Reported

Comments

Compliment Employees

All the staff were pleasant and friendly.

Topics Attitude of Staff

Hotel improvement

We were given room 32 for the first night. The noise outside kept us awake until 3 am as the windows were a simple sash construction. It was a hot night and we would have liked to leave them open, but would never have slept. We also felt that the mattress was extremely hard and were disappointed by the shower facilities.

However the following morning our request, at reception, to be given another room was taken positively. We were given room 30 and allowed to transfer immediately. This proved to be a much better room with a good shower. Our experience therefore greatly improved for our second and third night.

Topics Bathroom Bed Comfort Irritants - General Irritants - Noise

Intent to Recommend - 6 or lower

We would have concerns over recommending the hotel to others as they might be less tolerant of the noise levels from outside the hotel.

Topics

Other problem

Had to move rooms due to noise

Anti-Social behaviour on the Street.

Detriment to businesses in South St

Consideration to residents in South St. & surrounding areas.

Shopp (8) 10

8a