

University of Wales Trinity Saint David Birmingham Campus

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International hotel management

Questions

1. What you can tell me about the room?

The room is nice and clean, but they need to do something because inside of the rooms no air conditioning.

2. How was your journey at Forest of Arden?

I feel very well but because we talk about Marriott, they can improve to receive cash payment not only in pounds. They can accept dollars and euro as well.

3. How was your dinner in our restaurant?

Our dinner was good, but the atmosphere was poor and bored.

4. Can you tell us a few words about your experience in our SPA department?

The massage was very relaxed but the therapist need to respect the time. I booked for 55 minutes and was only 40 minutes.

5. What you think about our staff?

Some of them is unfriendly.

6. How was your experience here at Forest of Arden?

I'm sure this hotel is fine if you play golf or fancy a lads weekend away but I don't and I wasn't here for that, the service was poor, the food wasn't brilliant, the staff contradicted each other, the staff were disorganised.

7. What is your experience on Conference department?

Went here for conference, place was fine, food was good, but the parking is ridiculous. No space, parking slots are tiny, which is a joke considering this is a top golf club, and to top it all, selfish people who use 2 spaces because that can't park. And is not good.

8. About your experience in our hotel, you can tell me if you come back again?

I can find another hotel and maybe cheaper than this. The room was small, the hotel looks more nice outside than inside. The staff, not friendly. I don't think that I come back.

9. What you think about our front staff?

The front staff need to be polite, not with an attitude and helpful. After all is Marriott and not a one star lodging.

10. Can you tell me if you enjoy the food?

Food was good but not great. I expected a bit more and just wasn't wowed!.