

Within the information pack found in each guest room, there is an evaluation. Each completed evaluation is scrutinised for issues identified or comments made that would improve our guests comfort while at Carno House.

The following is an analysis of 76 completed evaluations:

Room	Yes	No	%
Was the room and bedding clean?	76	0	100%
Was the bed comfortable?	76	0	100%
Was the room adequately heated?	72	4	94%
Was the complimentary tray adequate?	74	2	97%
Were the facilities adequate?	76	0	100%
Average satisfactory percentage for the room:			98%
Bathroom/En-suite Facilities			
	Yes	No	%
Was the facility clean?	76	0	100%
Were the towels clean?	76	0	100%
Were the toiletries adequate?	75	1	98%
Were the facilities adequate?	76	0	100%
Average satisfactory percentage for the Bathroom/En-suite Facilities:			99%
Breakfast			
	Yes	No	%
Was the dining room facility clean	76	0	100%
Was the space adequate?	76	0	100%
Was the menu adequate?	76	0	100%
Were the foods cooked to your liking?	76	0	100%
Average satisfactory percentage for the Breakfast:			100%

The following 11 comments have been extracted from the 76 evaluations completed by guests. The comments indicate what guests consider would improve the comfort of their stay.

Guests' Comments	Carno House Response
<p>1a. Maybe more tea and coffee could be provided on the complimentary tray -</p> <p>1b. For 2 people, maybe more teabags could be provided.</p>	<p>A wider selection of teas and more sachets of coffee are provided together with chocolate drink and bottled stiller water.</p> <p>Complimentary trays are resupplied daily and further supplies provided upon request – Free of charge.</p>
<p>2a. Room temperature was OK -</p> <p>2b. Room temperature in the evening cooled –</p> <p>2c. Room was too warm–</p> <p>2d. We found the room chilly.</p>	<p>The heating of each guest room is regulated by a radiator thermostat control.</p> <p>Central heating is on as required and based on the inclement weather or guests' requests.</p>
<p>3a. Long mirror in the room would be great! -</p> <p>3b. A portable shaving mirror in the bathroom would be beneficial.</p>	<p>Each room has been fitted with a full length mirror.</p> <p>A portable mirror has been provided in the bathroom.</p>
<p>3a. It would be good to have more places to put things, e.g. chest of draws.</p>	<p>All rooms now have adequate storage, with a combination of wardrobes and chest of draws.</p>
<p>4a. Soap in shower would have been nice.</p>	<p>Toiletries, such as soap are proved, but not within the shower. However, these can be taken in to the shower if so required.</p>
<p>5a. Thicker curtains would be preferred.</p>	<p>All rooms are fitted with black-out roller blinds. Curtains are, in the main, for decorative purposes.</p>