



Marylebone

42 Chiltern Street, London, United Kingdom

REVIEW

The Linden Marylebone — midweek overnight

DATE

5 May 2026

BUDGET

£260.00

AMOUNT SPENT

£254.00

AVG. FOOD TIMING

38 min

AVG. DRINK TIMING

9 min

MANAGER

Helen

SERVER

Tomasz

OVERALL PERFORMANCE

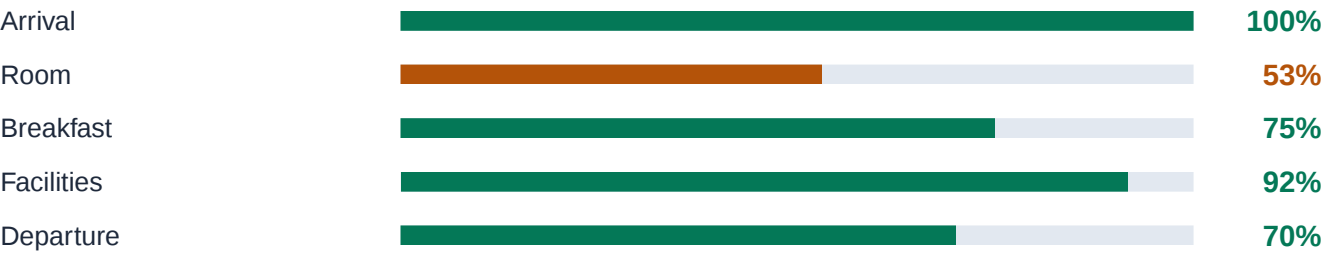
73% Good



OVERALL NPS

8 / 10

Performance by category



Door

The first person you met.

Acknowledged on arrival

 Yes

Luggage assistance offered

 Yes

Check-in

The desk, the welcome and the walk to the lift.

Name used during check-in

 Yes

Warmth of the check-in

 Excellent

Time to complete check-in

6 minutes

Receptionist's name

Tomasz

What stood out, or let it down?

"Tomasz used my name three times, explained breakfast hours without being asked and walked me to the lift."

ROOM

Room readiness

Whether the room was ready when they said it would be.

Room ready at the promised time

 No

Cleanliness of the room on arrival

 Good

Time from check-in to reaching the room

45 minutes

What stood out, or let it down?

"Promised 15:00 at booking; keycard handed over at 16:15 after two visits to the desk. The room itself was calm, quiet and well lit."

Bathroom

Cleanliness and stock.

Cleanliness of the bathroom

 Excellent

Amenities fully stocked

 No

Housekeeping standards

Bed made to standard

Yes

Minibar stocked and priced

No

Condition of furnishings

Good

What let the room down?

"No price list in the minibar, and two bath towels for a double-occupancy booking. Everything else to standard."

Room service

An evening order to the room.

Quality of the food

Good

Dish ordered

Club sandwich

Time to deliver room service

38 minutes

BREAKFAST

75%

Breakfast welcome

The door of the restaurant.

Greeted and seated within 2 minutes

Yes

Breakfast host's name

Amara

Breakfast quality

The buffet and the hot dish.

Quality of the hot dish

Average

Freshness of the buffet

Good

Dish ordered

Eggs Benedict

What stood out, or let it down?

"Hollandaise had been sitting; the eggs were tight. Pastries and fruit were excellent and the coffee, once it came, was very good."

Breakfast service

Pace at the table.

Table cleared promptly

Yes

Attentiveness at breakfast

Average

Time to first coffee

9 minutes

FACILITIES

 92%

Gym and pool

Cleanliness and readiness.

Cleanliness of the gym and pool area

Good

Towels available

Yes

Public areas

Lobby, lifts, corridors.

Condition of lobby and corridors

Excellent

What stood out, or let it down?

"Lobby flowers fresh, corridors silent and spotless at 23:00 and again at 07:30."

DEPARTURE

 70%

Check-out

The desk on the way out.

Asked about the stay

Yes

Bill accurate

No

Time to complete check-out

4 minutes

Total bill

£254.00

What the stay felt worth

£240.00

What stood out, or let it down?

"A £14 minibar charge for items not taken. Removed on the spot, apologetically, but it should not have been there."

Manager presence

Whether a manager was seen during the stay.

A manager was visible during the stay

Yes

Manager's name

Helen

Recommendation

Would you send a friend?

Likelihood to recommend

8 / 10

The one thing you would change

"Have the room ready when you say it will be. Everything the people did was right; the timings were not."

PHOTO DOCUMENTATION



THE LINDEN	
MARYLEBONE	
62 NEW CAVENDISH ST, LONDON W1G 8TB	
Folio 118204	Room 412
Guests 2	Arrive 05/05/26
Depart 06/05/26	
1 DELUXE KING - 1 NIGHT	198.00
1 IN-ROOM DINING: CLUB SANDWICH	19.50
1 IN-ROOM DINING: POT OF TEA	6.50
1 TRAY CHARGE	5.00
1 BREAKFAST	25.00
SUBTOTAL	254.00
TOTAL GBP	254.00
CARD	MASTERCARD ****9082
AUTH	551903
INCLUSIVE OF VAT AT 20%	
WE HOPE TO WELCOME YOU BACK	

APPENDIX

Reference Materials

The following pages contain supplementary information
about how review scores are calculated.

Understanding Your Review Scores

Each review is scored on a 0–100% scale based on the answers given to Yes/No questions, performance ratings, and the overall NPS score. Other types of responses (comments, timings, photos, bill amounts, staff names) are recorded for context but do not affect the score.

What Counts Towards the Score?

Three types of answers feed into the score:

- Yes/No questions — “Yes” scores 100%, “No” scores 0%. “N/A” removes the question from the calculation entirely.
- Performance ratings (1–5) — each level is worth a fixed percentage; see the table below.
- NPS score (0–10) — mapped linearly to 0–100% (e.g. 9/10 = 90%).

The Rating Scale

Each performance rating is worth:

 Excellent	100%
 Good	75%
 Average	50%
 Below Average	25%
 Poor	0%

How the Scores Are Calculated

- Each category score is the average of every Yes/No, rating, and NPS answer in that category. For example, a category with three answers at 100%, 75%, and 50% scores 75%.
- The overall score is the average across every scored answer in every category — categories with more questions naturally have a bigger influence on the overall number.
- “N/A” answers are removed from the count; they neither help nor hurt the score.

A Quick Example

Imagine a “Service” category with 4 questions:

1. Was the greeting friendly? — Yes (100%)
2. Speed of service — Good (75%)
3. Was cutlery clean? — Yes (100%)
4. Wine knowledge — N/A (excluded)

The category score = $(100 + 75 + 100) / 3 = 91.67\%$.

We have moved to a new scoring system

MasterGuest has moved to a new platform, and with it a new rating scale. Your scores may read lower than in earlier reports even where nothing about the visit has changed. The questions, the reviewers and the answers are the same — the scale underneath them is new.

What Changed

Reviewers used to rate each point against expectations, on a scale where a fully-met visit sat at 83% and it was possible to score above 100%. Ratings are now a straightforward five-point quality scale, where 100% means excellent throughout.

How the Old Ratings Map Across

PREVIOUSLY	NOW CALLED	OLD SCORE	NEW SCORE
Exceeds Expectations	Excellent	100%	100%
Meets Expectations	Good	83%	75%
Below Expectations	Average	58%	50%
Well Below Expectations	Below Average	25%	25%
No Execution	Poor	0%	0%
Not Applicable	N/A	excluded	excluded

What This Means For Your Numbers

- A visit where everything met expectations scored 83% before and scores 75% now. Nothing about the visit changed.
- If your earlier reports were capped so that “Meets” and “Exceeds” both showed 100%, the shift will look larger — that same visit would have read 100%.
- Reports issued from now on are directly comparable with each other. Comparing one against a report issued before the move is not like-for-like.

A Worked Example

The same four answers, scored under each system:

Previously — Meets, Meets, Exceeds, Below Expectations
 $(83 + 83 + 100 + 58) / 4 = 81\%$

Now — Good, Good, Excellent, Average
 $(75 + 75 + 100 + 50) / 4 = 75\%$

The reviewer answered identically both times. The six-point difference is the scale, not the venue.