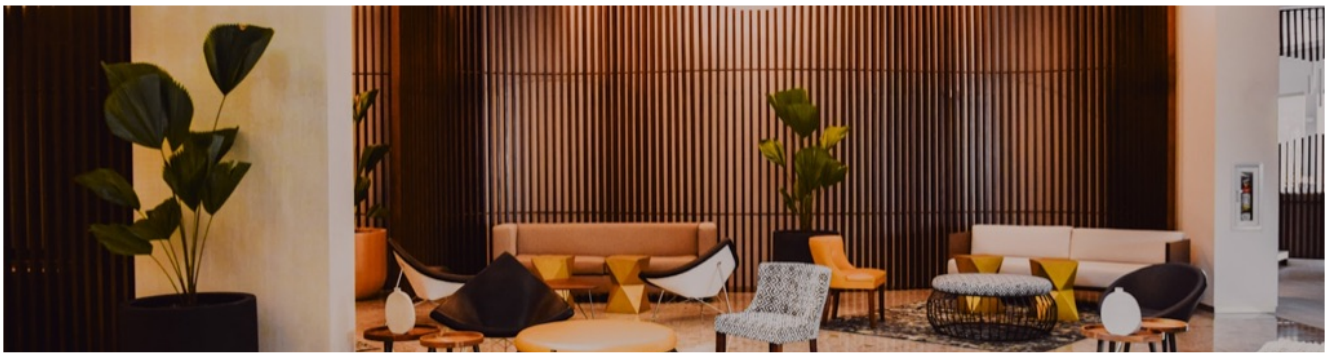
MASTERGUEST

SITE REVIEW REPORT



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

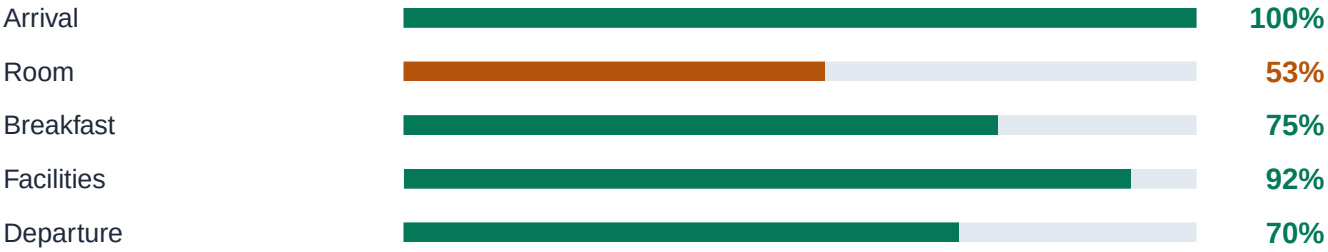
Poor | Below Avg. | Average | Good | Excellent

WOULD RECOMMEND

8 / 10

CATEGORY BREAKDOWN

Performance by category



ARRIVAL

100%

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

53%

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

The [illegible] for.

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 0–10 “would you recommend” answer. 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.
- Would you recommend (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 recommend 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%.

A NOTE ON YOUR SCORES

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.