

**2018 Guest Survey Results
Overall Responses**

		<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Avg.</u>
Overall	Please rate your function overall	100%	100%	100%	100%	100%	100%
	Excellent and Good Responses	100%	100%	100%	100%	100%	100%
Willingness to Return	Please rate your willingness to return	100%	100%	100%	100%	100%	100%
Pre-Event							
Sales	Product Knowledge	100%	100%	100%	99%	99%	100%
	Courtesy	100%	100%	100%	99%	100%	100%
	Responsiveness to your questions	100%	100%	98%	99%	100%	99%
	Quality of Service	100%	100%	100%	99%	100%	100%
Event Coordination	Courtesy	100%	100%	100%	99%	95%	99%
	Responsiveness to your questions	96%	100%	98%	99%	99%	98%
	Explanation of Costs	100%	98%	100%	99%	100%	99%
	Attention to Detail	100%	98%	100%	97%	100%	99%
	Quality of Service	100%	100%	100%	99%	100%	100%
Catering	Courtesy	98%	100%	100%	99%	100%	99%
	Responsiveness to your questions	100%	100%	100%	99%	98%	99%
	Explanation of Costs	100%	98%	98%	99%	100%	99%
	Attention to Detail	100%	100%	98%	99%	100%	99%
	Quality of Service	100%	100%	100%	99%	100%	100%
On-Site							
Services	Staff Courtesy	100%	98%	100%	99%	100%	99%
	Availability during function	98%	100%	100%	99%	100%	99%
	Adaptability to last-minute changes/needs	100%	100%	98%	99%	99%	99%
	Setting up your event facility as specified	100%	98%	98%	99%	99%	99%
	Audiovisual services and equipment	96%	98%	98%	98%	100%	98%
	Cleanliness	100%	98%	100%	99%	98%	99%
Parking Facility	Availability of Parking	84%	95%	96%	80%	85%	88%
	Tallied vs. Reserved vs. On Your Own	90%	96%	94%	85%	85%	90%
	Courtesy of Parking Attendant	95%	92%	100%	100%	93%	96%
	Accessibility and directional signage	88%	93%	91%	92%	87%	90%
Catering Staff	Courtesy	100%	98%	100%	99%	100%	99%
	Availability	100%	97%	100%	99%	99%	99%
	Adaptability	98%	97%	98%	99%	100%	98%
Food & Beverage	Presentation	95%	98%	100%	97%	98%	98%
	Quality	93%	95%	96%	97%	98%	96%
	Punctuality	100%	97%	100%	99%	100%	99%
	Availability	98%	97%	96%	99%	99%	98%
	Value	94%	92%	96%	95%	99%	95%
Catering Overall	Overall Food and/or Beverage Experience	96%	97%	96%	95%	99%	96%
Survey Return Rate		44%	48%	29%	35%	33%	36%
	Number of Surveys Returned	12	12	10	15	19	68
	Number of Surveys Sent Out	27	25	35	43	57	187
NET Promoter Score							NPS-YTD
	Monthly Net Promoter Score (NPS)	92	91	89	93	95	92