

## 2016 Guest Survey Results

### Overall Responses

		<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>Avg.</u>
<b>Overall</b>	Please rate your function overall	96%	100%	93%	99%	99%	98%	<b>98%</b>
	Excellent and Good Responses	94%	100%	92%	100%	100%	100%	<b>98%</b>
<b>Willingness to Return</b>	Please rate your willingness to return	100%	100%	100%	100%	96%	100%	<b>99%</b>
<b>Willingness to Recommend</b>	Please rate your willingness to recommend	100%	100%	93%	100%	96%	100%	<b>98%</b>
<b>Pre-Event</b>								
<b>Sales</b>	Product Knowledge	98%	100%	99%	100%	98%	100%	<b>99%</b>
	Courtesy	99%	100%	99%	99%	99%	100%	<b>99%</b>
	Responsiveness to your questions	98%	100%	97%	98%	98%	100%	<b>99%</b>
	Quality of Service	99%	100%	99%	99%	99%	100%	<b>99%</b>
<b>Event Coordination</b>	Courtesy	100%	99%	97%	100%	100%	98%	<b>99%</b>
	Responsiveness to your questions	100%	100%	92%	100%	97%	100%	<b>98%</b>
	Explanation of Costs	100%	100%	97%	100%	96%	98%	<b>99%</b>
	Attention to Detail	100%	100%	96%	100%	95%	100%	<b>99%</b>
	Quality of Service	100%	100%	97%	100%	96%	98%	<b>99%</b>
<b>Catering</b>	Courtesy	99%	100%	97%	100%	99%	98%	<b>99%</b>
	Responsiveness to your questions	100%	100%	97%	100%	98%	99%	<b>99%</b>
	Explanation of Costs	100%	98%	97%	99%	98%	99%	<b>98%</b>
	Attention to Detail	99%	100%	97%	98%	98%	98%	<b>98%</b>
	Quality of Service	100%	99%	97%	99%	98%	98%	<b>99%</b>
<b>On-Site</b>								
<b>Services</b>	Staff Courtesy	100%	99%	99%	99%	98%	98%	<b>99%</b>
	Availability during function	100%	99%	96%	96%	98%	99%	<b>98%</b>
	Adaptability to last-minute changes/needs	100%	100%	96%	98%	99%	95%	<b>98%</b>
	Setting up your event facility as specified	96%	100%	100%	98%	98%	99%	<b>99%</b>
	Audiovisual services and equipment	100%	100%	94%	98%	96%	97%	<b>97%</b>
	Cleanliness	98%	100%	99%	99%	99%	99%	<b>99%</b>
<b>Parking Facility</b>	Availability of Parking	74%	91%	90%	91%	85%	94%	<b>88%</b>
	Tallied vs. Reserved vs. On Your Own	76%	91%	89%	93%	93%	93%	<b>89%</b>
	Courtesy of Parking Attendant	88%	93%	91%	93%	92%	85%	<b>90%</b>
	Accessibility and directional signage	86%	96%	90%	95%	85%	86%	<b>90%</b>
<b>Catering Staff</b>	Courtesy	95%	98%	97%	99%	97%	96%	<b>97%</b>
	Availability	96%	97%	97%	97%	98%	96%	<b>97%</b>
	Adaptability	96%	98%	95%	99%	99%	95%	<b>97%</b>
<b>Food &amp; Beverage</b>	Presentation	93%	98%	96%	98%	97%	95%	<b>96%</b>
	Quality	87%	96%	89%	97%	94%	95%	<b>93%</b>
	Punctuality	94%	94%	97%	97%	98%	96%	<b>96%</b>
	Availability	95%	97%	97%	97%	97%	97%	<b>97%</b>
	Value	82%	92%	87%	90%	90%	89%	<b>88%</b>
<b>Catering Overall</b>	Overall Food and/or Beverage Experience	88%	96%	87%	87%	94%	95%	<b>91%</b>
<b>Survey Return Rate</b>		40%	61%	38%	50%	43%	54%	<b>46%</b>
	Number of Surveys Returned	17	20	15	27	26	28	<b>147</b>
	Number of Surveys Sent Out	42	33	39	54	61	52	<b>323</b>

*In February, 4 surveys were turned in for one event, all survey scores were entered; however, in the survey return rate this was counted as one return.*