



Customer Service Questionnaire

The Camrose Regional Exhibition constantly strives to improve the quality of service we provide. Please take a few moments and complete our questionnaire. Your feedback is very valuable to us. Thank you.

Name: _____ Organization: _____

Date of your event: _____ Type of Event: _____

Location(s) in which your event was held *(please check all that apply)*:

- | | |
|---|--|
| <input type="checkbox"/> Red Room | <input type="checkbox"/> Upstairs Lounge |
| <input type="checkbox"/> Gold Room | <input type="checkbox"/> Classroom |
| <input type="checkbox"/> Kinsmen Room | <input type="checkbox"/> Shop |
| <input type="checkbox"/> Lammle's Arena | <input type="checkbox"/> Outdoor Event |
| <input type="checkbox"/> UFA Pavilion | <input type="checkbox"/> Pavilion A |

Please rate the following questions using these values:

1 – Excellent 2-Good 3- Satisfactory 4- Fair 5- Poor

How would you rate the handling & ease of booking your event? _____

Comments:

Please rate our:

- Set Up (was the room set up to your specifications?)
- Building Cleanliness
- Promptness of Service (was our staff readily available for you to access?)
- Friendliness of Service
- Facility (stage, sound, lighting)
- Room Comfort (temperature etc)

Comments:

What can our Operations/Rentals department do to improve your experience?

Please rate our handling & ease of booking your catering & beverage requirements? _____

Comments:

Please rate our Catering and beverage services:

Concession:

- _____ Selection
- _____ Quality of Food
- _____ Promptness of Service
- _____ Friendliness of Service
- _____ Value
- _____ Hours of Operation

Banquet:

- _____ Menu selections
- _____ Quality of Food
- _____ Quantity of Food
- _____ Friendliness of Service
- _____ Promptness of Service
- _____ Value
- _____ Beverage Service & Selection

Comments:

What could our catering/beverage department do to improve your experience?

Was your invoice accurate and easy to understand? _____

Will you return to the CRE the next time you are planning an event? _____

What could the CRE do or provide, to make your next event even better?

Thank-you for taking the time to complete our survey.

Please use the enclosed self addressed and stamped envelope to send the survey's back to us.