



AUSTIN CONVENTION CENTER DEPARTMENT



AUSTIN CONVENTION CENTER QUALITY OF SERVICE SURVEY

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Survey & Event Information

Event Name:
Event Location:
Event Dates:
Event Contact:
Survey Taking Date:
Survey Taking By:

Please rate your experience with the Event Team Assigned to you:

Sales/Booking Contracting	Excellent				Poor	N/A
1. Sales and Booking						
Professionalism of Staff	<input type="radio"/>					
Responsiveness/Follow-up to Questions	<input type="radio"/>					
2. Contracting						
Contracting Process	<input type="radio"/>					
Resolution of Legal Questions	<input type="radio"/>					

COMMENTS:

Event Planning/Coordinators	Excellent				Poor	N/A
Professionalism of Staff	<input type="radio"/>					
Responsiveness in Planning	<input type="radio"/>					
Communication/Follow-up of Staff	<input type="radio"/>					
Resolution of Issues	<input type="radio"/>					
Billing Process	<input type="radio"/>					

COMMENTS:

Food and Beverage Services	Excellent				Poor	N/A
1. Banquet Services						
Responsiveness in Planning	<input type="radio"/>					
Timeliness On-site	<input type="radio"/>					
Quality of Product/Services	<input type="radio"/>					
2. Concession Services	<input type="radio"/>					

Timeliness On-site
Quality of Product/Services

COMMENTS:

Security

Excellent Poor N/A

Professionalism of Staff

Responsiveness of Staff

Move-in/Move-out Experience

On-site Emergency & Medical Assistance

COMMENTS:

Parking Services

Excellent Poor N/A

Professionalism of Staff

Responsiveness of Staff

Hours of Operation

Traffic Flow/Garage Accessibility

COMMENTS:

Utility Services / Technology

Excellent Poor N/A

Professionalism of Staff

Responsiveness/Follow-up of Staff

Services Offered

Ease of Obtaining Services

Staff On-Site Availability

House Sound System Quality

Network/Internet Services

Phone Services

Complimentary Wireless Internet

COMMENTS:

Please tell us how satisfied you were with our facility:

Facility	Excellent				Poor	N/A
Rooms Set to Event Planner Specifications	<input type="radio"/>					
Cleanliness of Meeting Space Used	<input type="radio"/>					
Cleanliness of Pre-Function/Lobby Space	<input type="radio"/>					
Cleanliness of Restrooms	<input type="radio"/>					
Cleanliness of Elevators/Escalators	<input type="radio"/>					
Directional Signs	<input type="radio"/>					
Business Center	<input type="radio"/>					

COMMENTS:

Please rate the following aspects of your experience with ACCD compared to similar facilities you have worked with in the past 2-5 years.

Industry Comparison	Much Better		Same		Much Worse	N/A
Move-in/Move-out Experience	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility Appearance/Upkeep	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exhibitor Experience	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attendee Experience	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price Value of Facility and Services Offered	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio/Visual Services (if used)	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization Teamwork (Communication between Facility Representatives, Food and Beverage)	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMENTS:

Final Thoughts...

	Yes	No	N/A
1. Would you schedule another event at our facility?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Would you recommend the facility to a colleague?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Was the facility website useful? (www.austinconventioncenter.com / www.palmereventscenter.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Did we effectively handle unanticipated event challenges?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your comments are very important to us. Please let us know what we did right (so we can keep doing it) and what improvements we can make to better serve your program needs in the future.

Do we have your consent to print your comments? Yes No
