



Lansing Center Customer Evaluation

Please tell us what you think! The staff of the Lansing Center is committed to bringing you, your organization and your guests the best! In order to do so, we'd like to hear your thoughts – what you liked, areas in which you feel we could improve, or any additional comments. Please take a moment to rate your satisfaction by filling in the squares below, ranking on a scale of one to five, where 5 = Excellent, 1 = Poor and N/A is not applicable:

Event Name: _____ Event Date(s): _____

Area(s) of Facility Used: _____

Number of Participants: _____ Number of Hotel Rooms Used: _____

SALES DEPARTMENT (Event Scheduling & Booking)

5 = Excellent 1 = Poor N/A = not applicable

- Sales Representative was professional and knowledgeable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Responses to your inquiries to rent the facility were received in a timely fashion 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Information received regarding facility specifications was complete and accurate 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Information you received regarding facility costs was complete and accurate 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Areas leased to you met your meeting or exhibition needs 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Rates for rental of the facility were reasonable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

EVENT MANAGEMENT

5 = Excellent 1 = Poor N/A = not applicable

- Name of LEPFA Event Coordinator _____
- Event Coordinator was professional and knowledgeable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Communication between you and your Event Coordinator prior to your event was adequate and timely 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Event Coordinator or Duty Manager was readily available to assist you during your event 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

EVENT STAFFING

5 = Excellent 1 = Poor N/A = not applicable

- Box Office Manager was professional and knowledgeable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Box Office Staff (ticket sellers) was courteous and helpful 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Crowd Control Staff (door guards, ticket takers, badge checkers, ushers) was courteous and helpful 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Security Guards were pleasant, helpful and courteous 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Event staffing arranged between you and the facility met the needs of your event 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Rates for Event Staffing were reasonable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

FACILITY CONDITION AND CLEANLINESS

5 = Excellent 1 = Poor N/A = not applicable

- Temperature inside was comfortable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Restrooms were clean and maintained regularly 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Public spaces were clean and maintained regularly 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Facility Set-up/Janitorial staff was helpful and courteous 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

AUDIO VISUAL SERVICES

5 = Excellent 1 = Poor N/A = not applicable

- In-house A/V staff was friendly, effective and responsive 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- A/V equipment was of high quality and met the needs of your event 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Rates for A/V equipment and services were reasonable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

Lansing Center Customer Evaluation (cont.)

FOOD & BEVERAGE

5 = Excellent 1 = Poor N/A = not applicable

- Name of Catering Coordinator _____
- Catering Representative was professional and knowledgeable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Responses to your inquiries regarding food and beverage were received in a timely fashion 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Food and Beverage staff was courteous and helpful 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Quality of Food and Beverages met your expectations 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Selection of menu items offered varied and were reasonably priced 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

PARKING

5 = Excellent 1 = Poor N/A = not applicable

- Parking was readily available, accessible and easy to locate 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Parking staff was courteous and helpful 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Parking areas were clean and lighted adequately 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Cost to park was reasonable 5 [] 4 [] 3 [] 2 [] 1 [] N/A []

Parking at the Lansing Center is controlled and operated by the City of Lansing Transportation Division. Your comments or suggestions will be forwarded and discussed with them.

OVERALL ASSESSMENT

5 = Excellent 1 = Poor N/A = not applicable

- Overall satisfaction with the Lansing Center as a facility 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Overall satisfaction with the Lansing Center Staff 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Overall satisfaction with Lansing Hotels 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Overall satisfaction with Lansing as a City 5 [] 4 [] 3 [] 2 [] 1 [] N/A []
- Would you recommend the Lansing Center to others? YES NO
- Would you use the Lansing Center again? YES NO

Where did you hold meetings or exhibits prior to using the Lansing Center? _____

Why did you choose the Lansing Center as the location for your event?

Please use this space to indicate your suggestions on ways that we can improve:

Evaluator's Name: _____

Evaluator's Title: _____

Phone Number: _____ Date: _____

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Not enough space to express your feelings regarding the facility, staff or services? Please write to the Lansing Center, ATTN: Eric Hart, President & CEO at 333 E. Michigan Ave., Lansing, MI 48933.

Thank you for taking the time to fill out our survey and for your use of the Lansing Center! Our entire staff looks forward to working with you again!