

CUSTOMER QUESTIONNAIRE

East Staffordshire Borough Council is constantly striving to maintain and improve services to the public. Your co-operation in completing this quick, easy, and confidential questionnaire after your event, would be much appreciated. Thank you for your time. Please return the completed questionnaire to: The Function Suite Manager, Resource & Financial Management, E.S.B.C, Town Hall, Burton Upon Trent, DE14 2EB

1. How did you find out about Burton Town Hall?

- Advertisement /Internet
 - Council Website
 - Personal recommendation
- If other please specify _____

2. Why did you choose the Town Hall for your function?

- Convenient location
 - Size of the venue
 - Character of Building
 - Competitive hire charges
 - Good disabled access
 - Ability to self-cater
 - Car parking facilities
 - Previous successful function
 - Wurlitzer Organ
- If other please specify _____

3. How would you rate the facilities as value for money?

- Very Good
- Good
- Adequate
- Poor

4. How would you rate our equipment?

- Very Good
- Good
- Adequate
- Poor

5. Would you recommend us to others?

- Yes
- No

6. Would you book the Town Hall again?

- Yes
- No

If no please specify _____

7. How would you rate the assistance of the booking staff?

- Very Good
- Good
- Adequate
- Poor

8. How would you rate the assistance of the event staff?

- Very Good
- Good
- Adequate
- Poor

9. How would you rate the assistance of the Bar operator you chose from the Select List?

- Very Good
- Good
- Adequate
- Poor

10. How would you rate the assistance of the Caterer you chose from the Select List?

- Very Good
- Good
- Adequate
- Poor

11. How would you rate the flexibility of the Town Hall?

- Very Good
- Good
- Adequate
- Poor

12. We welcome your comments, good or bad about the Civic Function Rooms please use the space provided.

Name _____

Event Held :- _____

Event Date: _____

Comments: