

**College of DuPage**  
Conference and Events Services  
**Customer Feedback Evaluation**

*In order to help us further meet the needs of our clients, please take a few minutes to evaluate us on our services. (Please respond promptly and return in the enclosed envelope.)*

**1. Were your expectations met in renting the facility?**

- |                                                                     |                       |
|---------------------------------------------------------------------|-----------------------|
| <input type="checkbox"/> Exceeded expectations                      | <i>Comments</i> _____ |
| <input type="checkbox"/> Met expectations                           | _____                 |
| <input type="checkbox"/> Did not meet expectations                  | _____                 |
| <input type="checkbox"/> Need improvement ( <i>please explain</i> ) | _____                 |

**2. Did the room accommodate your meeting needs?**

- |                                                                     |                       |
|---------------------------------------------------------------------|-----------------------|
| <input type="checkbox"/> Exceeded expectations                      | <i>Comments</i> _____ |
| <input type="checkbox"/> Met expectations                           | _____                 |
| <input type="checkbox"/> Did not meet expectations                  | _____                 |
| <input type="checkbox"/> Need improvement ( <i>please explain</i> ) | _____                 |

**3. If catering services were used, were your expectations met in quality of service?**

- |                                                                     |                       |
|---------------------------------------------------------------------|-----------------------|
| <input type="checkbox"/> Exceeded expectations                      | <i>Comments</i> _____ |
| <input type="checkbox"/> Met expectations                           | _____                 |
| <input type="checkbox"/> Did not meet expectations                  | _____                 |
| <input type="checkbox"/> Need improvement ( <i>please explain</i> ) | _____                 |

**4. Was the event staff knowledgeable and helpful in assisting with your needs?**

- |                                                                     |                       |
|---------------------------------------------------------------------|-----------------------|
| <input type="checkbox"/> Exceeded expectations                      | <i>Comments</i> _____ |
| <input type="checkbox"/> Met expectations                           | _____                 |
| <input type="checkbox"/> Did not meet expectations                  | _____                 |
| <input type="checkbox"/> Need improvement ( <i>please explain</i> ) | _____                 |

**Name of Event** \_\_\_\_\_

**5. Were all event charges explained to you in detail before invoicing?**

- Exceeded expectations *Comments* \_\_\_\_\_
- Met expectations \_\_\_\_\_
- Did not meet expectations \_\_\_\_\_
- Need improvement (*please explain*) \_\_\_\_\_

**6. Was your conference room in a convenient location for attendees?**

- Exceeded expectations *Comments* \_\_\_\_\_
- Met expectations \_\_\_\_\_
- Did not meet expectations \_\_\_\_\_
- Need improvement (*please explain*) \_\_\_\_\_

**7. Was CES staff courteous, cooperative, organized and helpful in solving problems?**

- Exceeded expectations *Comments* \_\_\_\_\_
- Met expectations \_\_\_\_\_
- Did not meet expectations \_\_\_\_\_
- Need improvement (*please explain*) \_\_\_\_\_

**8. Would you rent our facilities again, or recommend it to others?**

- Yes *Comments* \_\_\_\_\_
- Maybe \_\_\_\_\_
- No (*please explain*) \_\_\_\_\_

**9. What improvements would you suggest in helping us better serve your needs?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**10. Were you satisfied with your experience and working with the CES department?**

- Very satisfied *Comments* \_\_\_\_\_
- Satisfied \_\_\_\_\_
- Neutral \_\_\_\_\_
- Dissatisfied (*please explain*) \_\_\_\_\_