Dear Client

Thank you for using our venue. We are committed to improving our service provision and facilities and welcome comments and feedback from users to enable us to do this. Please would you complete this short survey and return it to us at: External Estates, University of Bristol, Hollybush Lane, Stoke Bishop, Bristol, BS9 1JB. Thank you

Name………………………………………… Organisation/Department………………………………………………
Date of your event: …………………………………………………………. Time: ……………………………………..

General
How did you know about this venue: …………………………… Have you used this venue before? …………………
What did you like about the site?…………………………………………………………………………………………
What didn’t you like about the site? ………………………………………………………………………………………
Do you feel the venue was good value?……………………………Would you re-book?…………………………
Would you recommend this venue to colleagues? ………………………………………………………………………

Facilities
What facilities did you use in the room? (audio visuals, drinks machine, water machine) ……………………………
What did you like best about the room?……………………………………………………………………………………
What did you least like about the room?……………………………………………………………………………………
Did the facility meet your requirements?

Communication
Do you feel communication was good regarding your booking prior to the event? …………………………………
Were you given adequate information about the venue? …………………………………………………………………
Did you encounter any problems during your event? …………………………………………………………………
If so, do you feel these were addressed promptly?

Health & Safety
Do you feel you were adequately briefed about the room, including Health & Safety Issues?…………………………
Do you feel the site induction card/instructor prompt card was sufficient? …………………………………………
Did you receive the Risk Assessment for the room?

Travel
How did you travel to the venue? ……………………………….. Did you use the car park? ………………………
Were the directions sufficient?

Refreshments
Did you order catering for your event? …………………………. Which supplier did you use? ………………………
Did you use the Devers Room for refreshments? ………….. Did you arrange delivery to the room? ……………

Botanic Garden
Did you visit the Botanic Garden? …………………… Did you book at tour of the Botanic Garden? ……………
Are there any areas for improvement for the room and general site facilities – if so, please give suggestions?

………………………………………………………………………………………………………………………………………

Signed …………………………………… Print Name …………………………………… Date ………………………………

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SATISFACTION SURVEY