



## CLIENT EVALUATION FORM

### Event details

<b>Date of event</b>	<b>Company</b>	<b>Contact</b>
Have you visited Homerton College Conference Centre before?		Yes/No
In what capacity did you visit?		Event organiser/delegate
Would you use Homerton College Conference Centre again?		Yes/No
Would you recommend Homerton College Conference Centre?		Definitely/Possibly/No
How did you hear about Homerton College Conference Centre?		_____
Have you viewed our website and/or brochure?		Yes/No
How would you rate our website and/or brochure?		Excellent/Good/Satisfactory/Poor

### **Please rate the following and add comments if necessary:**

#### **Your initial enquiry**

How was your enquiry handled?	Excellent/Good/Satisfactory/Poor
How were any changes dealt with?	Excellent/Good/Satisfactory/Poor
How clear was the contract?	Excellent/Good/Satisfactory/Poor

#### **Your meeting rooms**

Suitability for the meeting	Excellent/Good/Satisfactory/Poor
How well did the set-up meet with your instructions	Excellent/Good/Satisfactory/Poor
How well did the AV equipment suit your requirements?	Excellent/Good/Satisfactory/Poor

#### **Your accommodation (if applicable)**

Cleanliness of bedroom/facilities	Excellent/Good/Satisfactory/Poor
Comfort of bedroom	Excellent/Good/Satisfactory/Poor
Overall standard of facilities	Excellent/Good/Satisfactory/Poor

#### **Our service**

Conference Office	Excellent/Good/Satisfactory/Poor
Catering team	Excellent/Good/Satisfactory/Poor
Housekeeping team	Excellent/Good/Satisfactory/Poor
AV/IT team	Excellent/Good/Satisfactory/Poor
Porters' Lodge	Excellent/Good/Satisfactory/Poor

#### **Your arrival**

Directions	Excellent/Good/Satisfactory/Poor
Parking	Excellent/Good/Satisfactory/Poor
Signage	Excellent/Good/Satisfactory/Poor
Check-in	Excellent/Good/Satisfactory/Poor
Registration	Excellent/Good/Satisfactory/Poor

#### **Your catering**

Presentation	Excellent/Good/Satisfactory/Poor
Suitability	Excellent/Good/Satisfactory/Poor
Quality	Excellent/Good/Satisfactory/Poor
Quantity	Excellent/Good/Satisfactory/Poor
Variety	Excellent/Good/Satisfactory/Poor
Dining area	Excellent/Good/Satisfactory/Poor

#### **Misc.**

What could we have done to improve your experience?  
\_\_\_\_\_

Would you like to be kept informed of future events?

Yes/No

Preferred method of contact    Tel/Email/Post

**Please write any additional comments below and return your form in the envelope provided – thank you!**