

Serbian-American Cultural Center

1000 Colliers Way

Weirton, WV 26062

304 723-7372 – www.sacchall.com

Customer Satisfaction and Service Questionnaire

We thank you for providing us with the opportunity of serving you, our valued customer. Our goal is to provide you with the best service possible. Therefore, based on your most recent visit and/or event contracted with us, please help us to improve our service to you by responding to the following questions and by returning the survey in the addressed envelope that is enclosed.

Pre-Event Planning

Please tell us the names of the staff member(s) who handled your pre-event planning:

Please answer the following by placing a checkmark or an "X" in the appropriate column.

<i>Question</i>	<i>Yes</i>	<i>No</i>
<i>1. During your pre-event planning, were the phone messages you left on our answering machine returned promptly and courteously?</i>		
<i>2. During your planning meetings with us, were you treated courteously?</i>		
<i>3. During your planning meetings with us, were your questions answered clearly, completely, and courteously?</i>		
<i>4. Do you feel that your contract options and requirements were explained clearly?</i>		
<i>5. Were you satisfied with your pre-event planning? If not, why?</i>		

Please Provide Any Additional Comments about Your Pre-Event Planning

Your Event

Please tell us the names of the staff member(s) who served you and handled your event:

Using a scale of 1 through 5, with 5 being the highest, please answer the following by placing a checkmark or an "X" in the appropriate column.

Question	1	2	3	4	5
<i>1. How satisfied were you with the quality of your service on the day/evening of your event?</i>					
<i>2. How satisfied were you with the room and table set-up?</i>					
<i>3. How satisfied were you with the quality of your food?</i>					
<i>4. How satisfied were you with the cleanliness of our facility?</i>					
<i>5. How satisfied were you with the courtesy of our staff members?</i>					

Please Provide Any Additional Comments about Your Event. If Your Answers to the Above Questions Indicated Dissatisfaction, We Would Appreciate Your Telling Us How We Could Have Served You Better.

Would you recommend the Serbian-American Cultural Center to your friends, family members, or associates? If not, why?

Yes *No*

Your Name (Optional) _____

Your Telephone Number (Optional) _____