**Oxford Town Hall Events Customer Comment Form**

To help us with our on-going commitment to improve the quality of service and facilities we provide at Oxford Town Hall, please could you take a few minutes to complete and return this questionnaire:

CLIENT: EVENT DATE: CHOSEN CATERER: (if applicable)

# **Key: 5 = Excellent 4 = Good 3 = Satisfactory 2 = Unsatisfactory 1 = Poor N/A = Don’t Know or N/A**

## BOOKING YOUR EVENT

How efficiently and effectively was your initial enquiry dealt with? N/A 1 2 3 4 5

Once booked, how well did we communicate with you about the N/A 1 2 3 4 5

requirements for your event?

## ARRIVAL EXPERIENCE

How effective was the directional signage to your room? N/A 1 2 3 4 5

How would you rate the welcome provided by a Town Hall Keeper? N/A 1 2 3 4 5

How well did we respond to any requests for assistance you made N/A 1 2 3 4 5

during the day?

**ROOM LAYOUT & SUITABILITY**

How satisfactory was the room set up in readiness for your event? N/A 1 2 3 4 5

How satisfied were you with the furniture/facilities/AV equipment supplied? N/A 1 2 3 4 5

How satisfied were you with the temperature of the room? N/A 1 2 3 4 5

## CATERING

How would you rate the quality of the food? N/A 1 2 3 4 5

How satisfied were you with the quantity of food/portion sizes? N/A 1 2 3 4 5

How would you rate the service you received from the catering staff? N/A 1 2 3 4 5

**OVERALL IMPRESSION**

How did this compare with events you have booked or attended at N/A 1 2 3 4 5

other venues?  
  
How many events do you book/hold per year?

What other venues do you use for you meetings/events?

Would you hold another event at this venue? Yes No Maybe

Please make any further comments in the box below, in particular noting any improvements we can make or any members of the team who were a help with your event:

Please tick if you would like to receive information on the following:

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|  |  |  |
| --- | --- | --- |
| Oxford Town Hall 🞏 | The Museum of Oxford 🞏 | Christmas Parties 🞏 |

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**Please return this via email to** [**townhall@oxford.gov.uk**](mailto:townhall@oxford.gov.uk)