



CUSTOMER SURVEY

EVENT NAME: _____

EVENT DATE (S): _____

EVENT ID: _____ EXPO EVENT MANAGER: _____

COMPLETED BY: _____ TITLE: _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY IN ORDER TO BETTER SERVE YOU, AND FUTURE EVENTS HERE AT THE PORTLAND METROPOLITAN EXPOSITION CENTER. THIS SURVEY IS ALSO AVAILABLE TO COMPLETE ON-LINE AT WWW.EXPOCENTER.ORG

YOUR TIME AND COMMENTS ARE APPRECIATED.

PLEASE RATE THE FOLLOWING ASPECTS OF EACH DEPARTMENT.

ADMINISTRATIVE STAFF

	EXCELLENT	GOOD	FAIR	POOR
● PROFESSIONALISM IN CONDUCTING BUSINESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

SALES / MARKETING

	EXCELLENT	GOOD	FAIR	POOR
● PROFESSIONALISM IN CONDUCTING BUSINESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● EXPLANATION OF FACILITY SERVICES AND OFFERINGS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● ASSISTANCE THROUGHOUT THE BOOKING PROCESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

EVENT MANAGEMENT

	EXCELLENT	GOOD	FAIR	POOR
● PROFESSIONALISM IN CONDUCTING BUSINESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● RESPONSIVENESS AND ACCESSIBILITY ON-SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● PROACTIVE APPROACH TO THE PLANNING PROCESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____



OPERATIONS

	EXCELLENT	GOOD	FAIR	POOR
● SET-UP / READINESS OF RENTAL SPACE AT MOVE-IN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● RESPONSIVENESS AND ACCESSIBILITY ON-SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CLEANLINESS OF FACILITY DURING EVENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

TICKETING

	EXCELLENT	GOOD	FAIR	POOR
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● EFFICIENCY OF TICKETING OPERATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

PARKING

	EXCELLENT	GOOD	FAIR	POOR
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● EFFICIENCY OF PARKING OPERATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

ADMISSIONS

	EXCELLENT	GOOD	FAIR	POOR
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● KNOWLEDGE OF BASIC EVENT INFORMATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

FOOD AND BEVERAGE

	EXCELLENT	GOOD	FAIR	POOR
● FOOD QUALITY AND VARIETY - CATERING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● FOOD QUALITY AND VARIETY - CONCESSIONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● PROFESSIONALISM IN CONDUCTING BUSINESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CUSTOMER SERVICE AND COMMUNICATION SKILLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● RESPONSIVENESS AND ACCESSIBILITY ON-SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● CLEANLINESS OF FOOD SERVICE AREAS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS: _____

IN CLOSING...

COMMENTS / SUGGESTIONS ON OTHER SERVICES (I.E. MEDICAL, SECURITY, UTILITIES): _____

COMMENTS / SUGGESTIONS ON YOUR OVERALL EXPO EXPERIENCE: _____

WOULD YOU BOOK ANOTHER EVENT AT EXPO CENTER? YES NO
 DID YOU USE OUR WEBSITE IN PLANNING YOUR EVENT? YES NO
 COMMENTS / SUGGESTIONS FOR EXPO CENTER'S WEBSITE, WWW.EXPOCENTER.ORG: _____

THANK YOU!