



Remit to: Portland Expo Center, 2060 N. Marine Drive, Portland, OR 97217
Tel: (503) 736-5200 Fax: (503) 736-5201 Email: info@expocenter.org

Thank you for taking the time to complete this survey. By doing so you provide important information that allows us to better serve you and ensures we can continue providing exceptional events and experiences at the Portland Expo Center. This survey may also be completed on-line at www.expocenter.org. Your comments are valued and appreciated.

EVENT NAME:
EVENT DATE(S):
EVENT ID: EXPO EVENT MANAGER:
COMPLETED BY: TITLE:

PLEASE RATE THE FOLLOWING ASPECTS OF EACH DEPARTMENT

ADMINISTRATIVE STAFF
EXCELLENT GOOD FAIR POOR
Professionalism in conducting business
Customer service and communication skills
Additional comments:

SALES / MARKETING
EXCELLENT GOOD FAIR POOR
Professionalism in conducting business
Customer service and communication skills
Explanation of facility services and offerings
Assistance throughout the booking process
Additional comments:

EVENT MANAGEMENT
EXCELLENT GOOD FAIR POOR
Professionalism in conducting business
Customer service and communication skills
Responsiveness and accessibility on-site
Proactive approach to the planning process
Additional comments:

OPERATIONS
EXCELLENT GOOD FAIR POOR
Set-up / Readiness of rental space at move-in
Customer service and communication skills
Responsiveness and accessibility on-site
Cleanliness of facility during event
Additional comments:



**TICKETING**

**EXCELLENT**

**GOOD**

**FAIR**

**POOR**

Customer service and communication skills

Efficiency of ticketing operation

Additional comments: \_\_\_\_\_

**PARKING**

**EXCELLENT**

**GOOD**

**FAIR**

**POOR**

Customer service and communication skills

Efficiency of parking operation

Additional comments: \_\_\_\_\_

**ADMISSIONS**

**EXCELLENT**

**GOOD**

**FAIR**

**POOR**

Customer service and communication skills

Knowledge of basic event information

Additional comments: \_\_\_\_\_

**FOOD AND BEVERAGE**

**EXCELLENT**

**GOOD**

**FAIR**

**POOR**

Food quality and variety - catering

Food quality and variety – concessions

Professionalism in conducting business

Customer service and communication skills

Responsiveness and accessibility on-site

Cleanliness of food service areas

Additional comments: \_\_\_\_\_

**OTHER**

Comments and/or suggestions on other services (ie. medical, security, utilities): \_\_\_\_\_

Comments and/or suggestions on overall Expo experience: \_\_\_\_\_

Will you book another event at the Portland Expo Center?

YES

NO

Did you use the website when planning your event?

YES

NO

Comments / suggestions for Expo Center's website, www.expo-center.org: \_\_\_\_\_

**THANK YOU!**