

Kensington Conference & Events Centre and Chelsea Old Town Hall

# Organiser Comment Form

Name \_\_\_\_\_

Event \_\_\_\_\_

Date \_\_\_\_\_

Venue \_\_\_\_\_

Room \_\_\_\_\_

## HOW WELL DID WE DO IN MEETING YOUR EXPECTATIONS ?

### Performance Standards

The standards of service that we promise to provide to you

	Exceeded	Fully Met	Partially Met	Not Achieved
All Halls/Meeting Rooms were clean & tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All audio visual equipment requested was tested and working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All Meeting/Rooms were set up as specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were dealt with politely & efficiently by staff at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature was maintained at 21°C ± 2°C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone enquiries were answered within 5 rings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail and e-mail enquiries were answered within 1 working day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written correspondence was answered within 5 working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Conference Facility Staff

Standard of service/assistance provided by Facilities Staff

Conference Office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cloakroom Attendants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please answer the questions on the following pages by ticking the box that contains the answer that you consider to be most relevant. All answers - both favourable and otherwise - will be considered carefully by our staff and will assist us in enhancing our facilities for visitors and other event organisers.

Please complete the section at the end of this questionnaire by giving us any additional advice or recommendations, or by expanding on any aspect of our service or facilities that you may feel particularly important. Your help will be greatly appreciated and may be followed up by a personal call from our office.

	Excellent	Good	Fair	Poor
Technical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hallkeepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hall Porters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Meeting/Conference Facilities

Appraisal of Venue Facilities (where appropriate)

AV Sound Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AV Projection Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air Conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of Toilet Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Catering Facilities

Review of Catering Staff & Facilities

Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Caterer Used: \_\_\_\_\_

THE ROYAL  
BOROUGH OF



KENSINGTON  
AND CHELSEA

