



## Facility Use Satisfaction Survey - 2011

Thank you for using our facilities at the Fiji Sports Council. We are continually evaluating our service and would appreciate your feedback on our performance.

We are counting on you to tell us how we are going and what we can do better!

Please take a moment to fill out the following survey in order to help us provide better service to our clientele in the future:

*1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree*

\* required fields

Facility\*

Event Type\*

### 1. When booking your needs for facility hire:

It was convenient to reach the facility booking supervisor

Strongly Agree  1  2  3  4  5 Strongly Disagree

I received requested information in a timely fashion

1  2  3  4  5

The booking details & quotation were clear and easy to read

1  2  3  4  5

The hiring requirements are clear and understandable

1  2  3  4  5

Paying for the event was convenient

1  2  3  4  5

Our experience with facility booking staff was satisfactory

1  2  3  4  5

We were informed of the facility rules

1  2  3  4  5

My booking facility supervisor kept in-touch with me through out the process

1  2  3  4  5

Additional Comments

## 2. While Your Group was at the venue:

The facility venue was easy to locate and was able to accommodate our needs

*Strongly Agree*  1  2  3  4  5 *Strongly Disagree*

The booked facility was clean and well-maintained

1  2  3  4  5

Our experience with the Fiji Sports Council on-site event Coordinator & Attendants was satisfactory

1  2  3  4  5

Our special requests were fulfilled to our satisfaction (eg. Equipment requirements)

1  2  3  4  5

Additional Comments

## 3. After our booking(s) ended:

My "post booking" calls were answered promptly and effectively

*Strongly Agree*  1  2  3  4  5 *Strongly Disagree*

I would recommend the Fiji Sports Council Facilities to others

1  2  3  4  5

How would you rate us on the following attributes?

Customer Service

1  2  3  4  5

Professionalism

1  2  3  4  5

Quality of Product/Service

1  2  3  4  5

Customers' Needs

1  2  3  4  5

Bookings Staff

1  2  3  4  5

Price

1  2  3  4  5

Additional Comments

What was the strongest attribute Fiji Sports Council provided while holding your event here?

What was the weakest area you encountered and how would you like to see this improved at the Fiji Sports Council?

**4. In Terms of the Fiji Sports Council advertisements and promotions, which modes of communication do you prefer?**

Fiji Times

Word of Mouth

Fiji Sun

Brochures

Billboards

Television

Radio

Road Shows

Other (please specify)

**5. How did you hear about the Fiji Sports Council?**

Friends & Family

Radio

Church

Brochures

Newspaper

Television

Internet

**6. Are there any products or services you would like to see Fiji Sports Council provide?**

**ALMOST THERE!**

Just one last but not least, more important information we would be grateful for.

Contact Name \*

Phone Number \*

Email \*

Thank you for your valuable feedback.