






# Midnight Sun Complex

## Customer Satisfaction Survey

We want to improve our services and therefore kindly ask you to respond to the following questions concerning our complex. All information that you submit will be handled in confidence.

Conference Facility Used: \_\_\_\_\_ Date of Rental: \_\_\_\_\_

Nature of Occasion: \_\_\_\_\_ Number of Participants: \_\_\_\_\_

 5 = Excellent,  4 = good,  3 = satisfactory,  2 = needs improvement,  1 = Concerning

**Your evaluation of the reservation and conference facilities services:**

	5	4	3	2	1
Reservation and booking service					
Liaison customer service and accommodation					
Onsite (or last minute) service availability					
Guidance and instruction about Complex					
Overall evaluation of municipal services					

**Your evaluation of the facility and its equipment:**

	5	4	3	2	1
Tidiness					
Comfort					
Furniture and equipment					
Conference and audiovisual equipment					
Maintenance and custodial services availability					
Suitability of the facility for this event					
Complex accessibility and security					
Overall evaluation of the facility and its equipment					

**Would you recommend using the Midnight Sun Complex again?**

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**Any other comments about the Midnight Sun Complex and how to improve our services:**

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**Thank you for your time! All the information you have submitted will be handled in confidence.**