



MEETING PLANNER'S POST EVENT EVALUATION

Please let us know how we did. Take a moment to fill out the form below, or if you prefer to fax or mail it, you can download the form here. Fields in **BOLD** are mandatory in order to advance through the evaluation. Thank you for visiting Laurel Ridge and for your help in making us better!

Name of Group

Name of Event

Event Date

Number of Guests

Your Event Coordinator's Name

Please answer the following questions

SECTION 1—PRE-EVENT CONTRACT NEGOTIATIONS

Knowledge/Professionalism of Pre-Contract Staff

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations



MEETING PLANNER'S POST EVENT EVALUATION (continued)

Consideration of Your Event's Needs

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Contracting Procedures & Clarity

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Effectiveness of Communication

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Staff Responsiveness

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Comments



MEETING PLANNER'S POST EVENT EVALUATION (continued)

SECTION 2—PRE-EVENT SITE COORDINATION

Knowledge/Professionalism of Event Coordinator

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Consideration of event needs

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Effectiveness of communication

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Coordinator's responsiveness

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Comments



MEETING PLANNER'S POST EVENT EVALUATION (continued)

SECTION 3—At Event

How welcome did you feel?

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Laurel Ridge Staff's ability to problem solve

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Laurel Ridge Staff's attitude

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Support during event

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Comments



MEETING PLANNER'S POST EVENT EVALUATION (continued)

SECTION 4—FACILITY

Room comfort/atmosphere

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Overall condition of facility

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Temperature control

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Accuracy of room setup

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable



MEETING PLANNER'S POST EVENT EVALUATION
(continued)

SECTION 4—FACILITY (CONTINUED)

Maintenance of public restrooms

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Effectiveness of signage

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Deliveries, loading

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Comments



**MEETING PLANNER'S POST EVENT EVALUATION
(continued)**

SECTION 5—FACILITY SERVICES

Sound

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Lighting

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Audio Visual

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Audio visual: Indicate specifics about any problems/suggestions

Internet Service

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable



MEETING PLANNER'S POST EVENT EVALUATION
(continued)

SECTION 5—FACILITY SERVICES CONTINUED

Security

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Comments

SECTION 6—FOOD AND BEVERAGE

Understanding of needs

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Food quality

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable



**MEETING PLANNER'S POST EVENT EVALUATION
(continued)**

SECTION 6—FOOD AND BEVERAGE

Food quality

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Food presentation

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Service quality

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Prompt service

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable



MEETING PLANNER'S POST EVENT EVALUATION
(continued)

SECTION 6—FOOD AND BEVERAGE CONTINUED

Friendliness of service staff

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Comments

SECTION 7— EVENT LODGING

Readiness of lodging rooms

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not

Lodging room cleanliness

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable



**MEETING PLANNER'S POST EVENT EVALUATION
(continued)**

SECTION 7— EVENT LODGING CONTINUED

Lodging room equipment functionality

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Lodging room amenities

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Assistance with replenishing lodging room supplies when requested

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations
- not applicable

Comments



**MEETING PLANNER'S POST EVENT EVALUATION
(continued)**

SECTION 8—POST EVENT

Invoice clarity

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Invoice accuracy

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Invoice timeliness

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Comments



MEETING PLANNER'S POST EVENT EVALUATION
(continued)

SECTION 10—TOTAL EXPERIENCE

Overall value for price paid

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Overall service

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Overall facility

- disappointed
- did not meet expectations
- met expectations
- exceeded expectations

Comments

We welcome your comments. Where did we excel, and where can we improve?

Which of our staff members were especially helpful? Please let us know so we can recognize them.

Would you recommend Laurel Ridge if someone asked for a referral?

- Yes
- No



MEETING PLANNER'S POST EVENT EVALUATION (continued)

Evaluated by (Name and Title)

Evaluator's email address

Telephone

Today's Date

Date of your next event

Thank you for taking time out of your busy schedule to help Laurel Ridge by completing this evaluation. We value your input and aim to demonstrate this to you by putting into place as many of your recommendations as possible. We look forward to your return! Thank you for choosing Laurel Ridge.