

We are delighted you chose to use West Hill Village Hall for your event/meeting. To help us to improve our service to you, we invite you to complete the following details. The form should only take a couple of minutes and your input would be greatly appreciated.

Your Name: _____ Tel No: _____

E-mail: _____ Date of hire: _____ Time of hire: _____

Room(s) hired (please select): Whole Building Oak Hall Acorn Room Beech Room Maple Room

Purpose of building/room(s) hire: _____

1. Arranging your booking

- a) How did you find out about the hall as a venue? _____
- b) Was it easy to book the hall/make all the necessary arrangements? YES / NO
- c) Were all the documents we gave you in respect of your hire clear and informative? YES / NO
- d) Was it easy to obtain the key? YES / NO

If answering 'No' to any of the above, please give further details:

Have you any other comments you would like to make relating to the above?

2. On arrival at the Hall

- a) Was the entry hall clean? YES / NO
- b) Were the toilets clean/adequately supplied? YES / NO
- c) Was there enough room to hang your outer clothing? YES / NO

Have you any other comments you would like to make relating to the above?

3. Room hired

- a) Did the room(s) in question meet your expectations? YES / NO
- b) Was it clean and tidy? YES / NO
- c) Was the room adequately heated? YES / NO
- d) Was everything there that you needed? YES / NO

Have you any other comments you would like to make relating to the above?

4. If you used the kitchen

- | | |
|---------------------------------------------------------------------------|----------|
| a) Was it clean/adequately supplied? | YES / NO |
| b) Did you find the equipment easy to use? | YES / NO |
| c) Were the instructions on how to use the appliances easy to understand? | YES / NO |
| d) Was the supply of china, glass, cutlery etc., adequate? | YES / NO |

Have you any other comments you would like to make relating to the above?

5. Have you used similar facilities elsewhere?

YES / NO

- a) If so, please give brief details of where they were and what you thought of them?
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|----------------------------------------------------------------------------------------------|----------|
| b) Does West Hill Village Hall provide good value compared with other facilities? | YES / NO |
| c) Do you expect to hire West Hill Village Hall again in the near future? | YES / NO |
| d) Would you recommend the Hall to others? | YES / NO |
| e) Would you be prepared to let us have a photo of your event for our website? | YES / NO |
| f) Would you be prepared to act as a 'referee' if another user was planning a similar event? | YES / NO |

6. In summary:

- a) Were there any aspects that you were particularly satisfied with?
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- b) Were there any aspects that your were not satisfied with?
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- c) Do you have any other comments or suggestions that would help us to provide a better service in future?
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Many thanks for taking the time to complete this form. Please hand it back to the **Bookings Secretary** when returning the key. Alternatively it can be placed in the 'Suggestions' drop box in the entry hall at **West Hill Village Hall**.