

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  | Main Hall  | Small Hall  | Large Upstairs Room  | Small Upstairs 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?

- 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?

- b) Were there any aspects that your were not satisfied with?

- c) Do you have any other comments or suggestions that would help us to provide a better service in future?

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**.