

GCCC SPECIAL EVENTS UNIT CUSTOMER FEEDBACK FORM



Please take a few minutes to complete and return this feedback form. We rely on feedback to identify areas for improvement in our operations and to measure our performance against the Service Objectives of the Special Events Unit (see below). This measurement is an element of our Quality Assurance (AS/ISO 9001) accreditation, and is reviewed regularly to monitor our performance standards and to identify areas for improvement.

Please return to

Ray McNab
Executive Officer Special Events
PO Box 5042
Gold Coast Mail Centre
BUNDALL QLD 9729

Fax (07) 5581 7838

EVENT NAME	
DATE OF EVENT	
LOCATION OF EVENT	

Question 1 (Overall Satisfaction): Overall, how do you rate our service?

1	2	3	4	5
Very Poor	Poor	Satisfactory	Good	Very Good

Overall Comments:

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Question 2 (Communication Effectiveness): How do you rate our communication with you:

2 a. During the preliminary consultation stage (eg to determine your needs and expectations and to explain our processes/capacity to assist):

1	2	3	4	5
Very Poor	Poor	Satisfactory	Good	Very Good

Comments:

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2 b. During the approval stage (eg: the issue of approval letters/permits etc):

1 Very Poor	2 Poor	3 Satisfactory	4 Good	5 Very Good

Comments:

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Question 3 (Coordination Process): If applicable, how useful/effective was the coordination meeting of key stakeholders arranged for your event planning process?

1 Very Poor	2 Poor	3 Satisfactory	4 Good	5 Very Good

Comments:

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Question 4 (Event Staging): How do you rate the effectiveness of the assistance provided during the staging of your event?

1 Very Poor	2 Poor	3 Satisfactory	4 Good	5 Very Good

Comments:

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Question 5 (Other comments and/or Suggestions): Do you have any other comments and/or suggestions that would improve our service/performance?

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(If more space for your comments is required, please attach to this form)

Thank you for taking the time to assist us improve our service.

(Optional): Your name and contact details:.....