

Dear Customer,

We want to thank you for giving us the opportunity to serve you. Please assist us in our efforts to continually improve your experience by taking a couple of minutes to tell us about the service you have received so far. We appreciate your business and want to ensure we exceed your expectations, event after event.

Sincerely,

The Stetson Convention Services Customer Response Team

1. In thinking about your most recent experience with Stetson, was the overall quality of service you received:

- a. Very Poor
- b. Somewhat Unsatisfactory
- c. Average
- d. Very Satisfactory
- e. Superior.

Please describe your experience, including any suggestions for improvement or exceptional service you received:



2. The following questions pertain to the event and project management team dedicated to your event. Please indicate your experience:

a. The event and project management team was accessible:

Strongly Agree Agree Neutral Disagree Strongly Disagree

b. The event and project management team was proactive/timely:

Strongly Agree Agree Neutral Disagree Strongly Disagree

c. The event and project management team was knowledgeable:

Strongly Agree Agree Neutral Disagree Strongly Disagree

3. The following questions pertain to the customer service team dedicated to your event. Please indicate your experience:

a. The customer service team was accessible:

Strongly Agree Agree Neutral Disagree Strongly Disagree

b. The customer service team was proactive/timely:

Strongly Agree Agree Neutral Disagree Strongly Disagree

c. The customer service team was knowledgeable:

Strongly Agree Agree Neutral Disagree Strongly Disagree

4. Should you wish to endorse Stetson Convention Services by way of a testimonial*, please enter it here:

*PLEASE NOTE: Testimonials may be used in marketing or press releases. By submitting a testimonial to Stetson, you are consenting to its use publicly.