



Post Event Meeting Planner Survey 500+ Rooms



I) [708] Demographics

- A) [3632] Contact name:
- B) [3633] Contact title:
- C) [3634] Organization:
- D) [3635] Meeting name:
- E) [3636] Meeting dates:
- F) [3951] Number of peak rooms blocked: **1,800**

II) [709] Rate St. Louis



- A) [3638] Friendliness and safety of the city: **Very Good**
 - B) [3639] Convenience and usefulness of St. Louis International Airport: **Very Good**
 - C) [3640] How would you rate our taxi service? **Good**
 - D) [7896] Taxi comments:
 - E) [3641] How would you rate the dining experience in our restaurants? **Good**
 - F) [3642] How would you rate our visitor attractions? **N/A**
 - G) [3643] How would you rate our shopping? **N/A**
 - H) [3644] How would you rate our entertainment and nightlife? **Good**
 - I) [3645] Compared to other cities in which you've held your meeting, how would you rate St. Louis as a meeting destination? **Very Good**
 - J) [3646] Comments:
-

III) [710] Rate the St. Louis Convention & Visitors Commission

- A) [3647] Who was your sales contact? 
- B) [3648] Was the sales approach reasonable, appropriate and professional? **Excellent**
- C) [3649] Was the sales representative flexible and attentive in meeting your needs? **Excellent**
- D) [3650] Was the booking process detailed and timely? **Very Good**
- E) [3651] How would you rate the sales representative's overall performance? **Excellent**
- F) [3652] Who was your convention services' contact? 
- G) [3653] While planning your meeting, was the convention service representative available and helpful? **Very Good**
- H) [3654] During your meeting was the convention services' representative useful and professional? **Very Good**
- I) [3655] Did you use our housing bureau? **No**
- J) [3656] Was the housing bureau staff professional, competent and responsive? **N/A**
- K) [3657] If you used St. Louis CVC supplied collateral materials, please rate them. **N/A**
- L) [3658] Please rate the friendliness and competence of our registration services' staff: **Excellent**
- M) [3946] Did you use the services of any St. Louis-based businesses during your meeting, and if so, what types of services did you use? (e.g., entertainment, florists, destination management company)
- N) [3947] Did you use a St. Louis-based business whose service and professionalism was exceptional? If so, would you provide us with the business name and a brief comment?
- O) [3948] Did you use a St. Louis-based business whose service and professionalism did not meet your expectations? If so, would you provide us with the business name and a brief explanation?
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission? **Flexibility, your willingness to listen to our needs and respond, even if it meant differing from your normal procedures.**
- Q) [3660] If you could change one thing about what we did on your behalf to improve our service in the future, what would it be? **Establish a policy with the adjoining parking garage on the display of banners.**
- R) [3661] Overall, rate the St. Louis Convention &

Visitors Commission's service to you and your meeting. **Very Good**

IV) [711] Rate Your Headquarter Hotel


- A) [3662] Name of hotel: 
- B) [3663] Hotel sales manager's name: 
- C) [3664] Hotel sales manager's professionalism and competence: **Excellent**
- D) [3665] Hotel convention service manager's name:
- E) [3666] Hotel convention service manager's professionalism, competence and availability: **N/A**
- F) [3667] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: **N/A**
- G) [3668] Front desk/reservation service: **Good**
- H) [3669] Hotel cleanliness: **Excellent**
- I) [3670] Quality of guest rooms: **Excellent**
- J) [3671] Quality of hotel meeting facilities: **Very Good**
- K) [3672] Quality and pricing of hotel banquet service: **N/A**
- L) [3673] Overall impression of headquarter hotel: **Very Good**
- M) [3674] Comments: **Great overall experience, but the lack of effective management of the lounge/bar is apparent in the poor service and even worse attitudes displayed from the staff.**

V) [712] Tell Us About Overflow Hotels (rate up to three)

- A) [3675] Name of hotel #1:
- B) [3676] Hotel sales manager's name:
- C) [3677] Hotel sales manager's professionalism and competence: **N/A**
- D) [3678] Front desk/reservations: **N/A**
- E) [3679] Quality of guest rooms: **N/A**
- F) [3680] Overall impression of hotel: **N/A**
- G) [7894] Comments:
- H) [3681] Name of hotel #2:
- I) [3682] Hotel sales manager's name:
- J) [3683] Hotel sales manager's professionalism and

competence:	N/A
K) [3684] Front desk/reservations:	N/A
L) [3685] Quality of guest rooms:	N/A
M) [3686] Overall impression of hotel:	N/A
N) [7895] Comments:	
O) [3687] Name of hotel #3:	
P) [3688] Hotel sales manager's name:	
Q) [3689] Hotel sales manager's professionalism and competence:	N/A
R) [3690] Front desk/reservations:	N/A
S) [3691] Quality of guest rooms:	N/A
T) [3692] Overall impression of hotel:	N/A
U) [3693] Comments:	

 VI) [713] Rate America's Center/Edward Jones Dome

A) [5724] <u>Did you use America's Center or the Edwards Jones Dome?</u>	Yes
B) [3694] Who was your convention center sales manager?	
C) [3695] Rate the convention center sales manager's professionalism, availability and competence:	N/A
D) [3696] Was the contracting process detailed and timely?	N/A
E) [3697] Who was your event manager/coordinator?	
F) [3698] Was the event manager/coordinator available to you during your meeting?	Excellent
G) [3699] Price/value of convention center space used:	Very Good
H) [3700] Functionality of your exhibit space:	Very Good
I) [3701] Room set up at convention center:	Very Good
J) [3702] Cleanliness of convention center:	Excellent
K) [3703] Condition of facility/equipment at convention center:	Excellent
L) [3704] Please rate the quality of work, efficiency of work and value of contracted labor at convention center.	Very Good
M) [3705] Was the convention center's directional	

- | | |
|---|-----------|
| signage helpful? | Fair |
| N) [3706] Rate the planning, performance and value of security and guest services at the convention center. | Very Good |
| O) [3707] Telecommunications and technical services: | Very Good |
| P) [3708] Box office/ticketing services: | N/A |
| Q) [3709] Preparation, accuracy and timeliness of final invoice: | N/A |
| R) [3710] Overall impression of the convention center: | Very Good |
| S) [6476] Additional comments about the convention center: | |

VII) [714] In-House Vendor Services at the Convention Center

[3711] Please Rate [REDACTED]

- | | |
|--|--|
| A) [3721] Name of sales manager: | [REDACTED] |
| B) [3712] Rate the sales manager's professionalism, competence and availability: | Very Good |
| C) [3713] Quality and service for catered functions or food service: | Very Good |
| D) [3714] Price/value of catered functions or food service: | Fair |
| E) [3715] Rate the service at concession stands: | Good |
| F) [3716] Price/value of concession stand product: | Fair |
| G) [3717] Exhibitor satisfaction with service: | Good |
| H) [3718] Comments: | Concession stands seemed to be understaffed at times. Ran out of food in the main buffet line at 1pm on the first day, however situation was rectified within 90 minutes and did not re-occur. |

[3719] Please Rate [REDACTED]

- | | |
|--|------------|
| I) [3720] Contact name: | [REDACTED] |
| J) [3722] Rate your contact for service, value and supervision of labor: | Good |
| K) [3723] Quality of equipment: | Good |
| L) [3724] Overall satisfaction: | Good |

[3725] Please Rate [REDACTED]

- | | |
|-------------------------|------------|
| M) [3726] Contact name: | [REDACTED] |
|-------------------------|------------|

- N) [3727] Rate your contact for service, value and supervision of labor **Excellent**
- O) [3728] Exhibitor satisfaction with service: **Very Good**

VIII) [715] Future Needs

- A) [3729] On a scale of ten to one, with ten being high, how would you have rated St. Louis as a meeting destination PRIOR to your meeting? **7**
- B) [3730] On a scale of ten to one, with ten being high, how would you rate St. Louis as a meeting destination AFTER your meeting? **9**
- C) [3731] How was your attendance compared to the average attendance for the last five years? **Increased**
- D) [3732] If your attendance increased or decreased, what do you think caused the change? **Location, weather, availability of parking**
- E) [3733] Can St. Louis be considered again for this event? **Yes**
- F) [3734] Can St. Louis be considered again for some other event? **Maybe**
- G) [3735] If your answer is yes - please indicate month, year and meeting name:
- H) [3736] If the answer to either of the above is yes or maybe, when should we contact you?
- I) [3737] If the answer is no, please list reasons in order of priority so that we can improve our product:
- J) [3738] Please list where this meeting is going in future years. **2008 - Louisville 2009 - Phoenix 2010 - Charlotte**
- K) [3739] Would you be willing to serve as a reference? **Yes**
- L) [3740] If the answer is no, please tell us why:

IX) [716] International Association of Convention and Visitors Bureaus Database

[3741] Please fill in the following information which will be provided to DMAI (formerly IACVB) to update the file on your meeting

- A) [3742] Housing by: association, bureau or other **other**
- B) [3743] Exhibit site: hotel, convention center or other **convention center**
- C) [3744] Registered attendance **64, 542**
- D) [3745] Peak rooms picked up **1,800+**
- E) [3746] Headquarter hotel **[REDACTED]**


F) [3747] Headquarter hotel peak rooms picked up	
G) [3748] Number of hotels used	21
H) [3749] Number of room nights consumed	15,000
I) [3750] Largest meeting attendance	3,500
J) [3751] Largest meal attendance	3,600
K) [3752] Number of simultaneous meeting rooms	12
L) [3753] Number of food and beverage functions	
M) [3754] Gross square feet of exhibit space	250,000
N) [3755] Net square feet of exhibit space	120,000
O) [3756] Move-in days	4
P) [3757] Move-out days	1
Q) [3758] Start day of the week	Friday
R) [3759] End day of the week	Sunday

(start closing section - shown after survey is submitted)

Your survey data has been received. Thanks for your time and your input. The St. Louis Convention & Visitors Commission appreciates your business and we hope to see you again.

(end closing section)

Done

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For problems, questions, or comments contact support@eautofeedback.com	



Post Event Meeting Planner Survey 500+ Rooms



I) [708] Demographics

- A) [3632] Contact name:
- B) [3633] Contact title:
- C) [3634] Organization:
- D) [3635] Meeting name:
- E) [3636] Meeting dates:
- F) [3951] Number of peak rooms blocked:

II) [709] Rate St. Louis




- A) [3638] Friendliness and safety of the city: **Very Good**
 - B) [3639] Convenience and usefulness of St. Louis International Airport: **Good**
 - C) [3640] How would you rate our taxi service? **Very Good**
 - D) [7896] Taxi comments:
 - E) [3641] How would you rate the dining experience in our restaurants? **Excellent**
 - F) [3642] How would you rate our visitor attractions? **Very Good**
 - G) [3643] How would you rate our shopping? **Good**
 - H) [3644] How would you rate our entertainment and nightlife? **Very Good**
 - I) [3645] Compared to other cities in which you've held your meeting, how would you rate St. Louis as a meeting destination? **Very Good**
 - J) [3646] Comments:
-

III) [710] Rate the St. Louis Convention & Visitors Commission



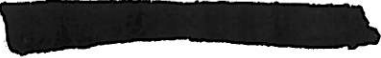
- A) [3647] Who was your sales contact? 
- B) [3648] Was the sales approach reasonable, appropriate and professional? **Excellent**
- C) [3649] Was the sales representative flexible and attentive in meeting your needs? **Excellent**
- D) [3650] Was the booking process detailed and timely? **Excellent**
- E) [3651] How would you rate the sales representative's overall performance? **Excellent**
- F) [3652] Who was your convention services' contact? 
- G) [3653] While planning your meeting, was the convention service representative available and helpful? **Excellent**
- H) [3654] During your meeting was the convention services' representative useful and professional? **Excellent**
- I) [3655] Did you use our housing bureau?
- J) [3656] Was the housing bureau staff professional, competent and responsive? **N/A**
- K) [3657] If you used St. Louis CVC supplied collateral materials, please rate them. **Excellent**
- L) [3658] Please rate the friendliness and competence of our registration services' staff: **Excellent**
- M) [3946] Did you use the services of any St. Louis-based businesses during your meeting, and if so, what types of services did you use? (e.g., entertainment, florists, destination management company)
- N) [3947] Did you use a St. Louis-based business whose service and professionalism was exceptional? If so, would you provide us with the business name and a brief comment?
- O) [3948] Did you use a St. Louis-based business whose service and professionalism did not meet your expectations? If so, would you provide us with the business name and a brief explanation?
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission? **The professionalism of the staff!!**
- Q) [3660] If you could change one thing about what we did on-your-behalf to improve our service in the future, what would it be?
- R) [3661] Overall, rate the St. Louis Convention &



Visitors Commission's service to you and your meeting. **Excellent**

IV) [711] Rate Your Headquarter Hotel


- A) [3662] Name of hotel: 
- B) [3663] Hotel sales manager's name: 
- C) [3664] Hotel sales manager's professionalism and competence: **Excellent**
- D) [3665] Hotel convention service manager's name: 
- E) [3666] Hotel convention service manager's professionalism, competence and availability: **Excellent**
- F) [3667] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: **Excellent**
- G) [3668] Front desk/reservation service: **Excellent**
- H) [3669] Hotel cleanliness: **Excellent**
- I) [3670] Quality of guest rooms: **Excellent**
- J) [3671] Quality of hotel meeting facilities: **Excellent**
- K) [3672] Quality and pricing of hotel banquet service: **Excellent**
- L) [3673] Overall impression of headquarter hotel: **Excellent**
- M) [3674] Comments: **Awesome hotel with a very professional staff lead by a superb General Manager!!**

V) [712] Tell Us About Overflow Hotels (rate up to three)

- A) [3675] Name of hotel #1: 
- B) [3676] Hotel sales manager's name: 
- C) [3677] Hotel sales manager's professionalism and competence: **Very Good**
- D) [3678] Front desk/reservations: **Excellent**
- E) [3679] Quality of guest rooms: **Excellent**
- F) [3680] Overall impression of hotel: **Excellent**
- G) [7894] Comments:
- H) [3681] Name of hotel #2: 
- I) [3682] Hotel sales manager's name:
- J) [3683] Hotel sales manager's professionalism and competence: **Fair**

- K) [3684] Front desk/reservations: **Fair**
- L) [3685] Quality of guest rooms: **Fair**
- M) [3686] Overall impression of hotel: **Fair**
- N) [7895] Comments:
- O) [3687] Name of hotel #3: 
- P) [3688] Hotel sales manager's name:
- Q) [3689] Hotel sales manager's professionalism and competence: **Very Good**
- R) [3690] Front desk/reservations: **Excellent**
- S) [3691] Quality of guest rooms: **Excellent**
- T) [3692] Overall impression of hotel: **Excellent**
- U) [3693] Comments:  needs renovated in many areas.

 VI) [713] Rate America's Center/Edward Jones Dome

- A) [5724] Did you use America's Center or the Edwards Jones Dome?
- B) [3694] Who was your convention center sales manager?
- C) [3695] Rate the convention center sales manager's professionalism, availability and competence: **Excellent**
- D) [3696] Was the contracting process detailed and timely? **Excellent**
- E) [3697] Who was your event manager/coordinator? 
- F) [3698] Was the event manager/coordinator available to you during your meeting? **Excellent**
- G) [3699] Price/value of convention center space used: **Very Good**
- H) [3700] Functionality of your exhibit space: **Very Good**
- I) [3701] Room set up at convention center: **Excellent**
- J) [3702] Cleanliness of convention center: **Fair**
- K) [3703] Condition of facility/equipment at convention center: **Fair**
- L) [3704] Please rate the quality of work, efficiency of work and value of contracted labor at convention center. **Poor**
- M) [3705] Was the convention center's directional signage helpful? **Excellent**
-

- N) [3706] Rate the planning, performance and value of security and guest services at the convention center. **Excellent**
- O) [3707] Telecommunications and technical services: **Excellent**
- P) [3708] Box office/ticketing services: **Excellent**
- Q) [3709] Preparation, accuracy and timeliness of final invoice: **Excellent**
- R) [3710] Overall impression of the convention center: **Good**
- S) [6476] Additional comments about the convention center:

VII) [714] In-House Vendor Services at the Convention Center

[3711] Please Rate [REDACTED]

- A) [3721] Name of sales manager:
- B) [3712] Rate the sales manager's professionalism, competence and availability: **Very Good**
- C) [3713] Quality and service for catered functions or food service: **Good**
- D) [3714] Price/value of catered functions or food service: **Good**
- E) [3715] Rate the service at concession stands: **Fair**
- F) [3716] Price/value of concession stand product: **Fair**
- G) [3717] Exhibitor satisfaction with service: **Good**
- H) [3718] Comments:

[3719] Please Rate [REDACTED]

- I) [3720] Contact name:
- J) [3722] Rate your contact for service, value and supervision of labor: **Very Good**
- K) [3723] Quality of equipment: **Very Good**
- L) [3724] Overall satisfaction: **Very Good**

[3725] Please Rate [REDACTED]

- M) [3726] Contact name: [REDACTED]
- N) [3727] Rate your contact for service, value and supervision of labor: **Excellent**
- O) [3728] Exhibitor satisfaction with service: **Excellent**

VIII) [715] Future Needs

- A) [3729] On a scale of ten to one, with ten being high, how would you have rated St. Louis as a meeting destination PRIOR to your meeting? **6**
- B) [3730] On a scale of ten to one, with ten being high, how would you rate St. Louis as a meeting destination AFTER your meeting? **6**
- C) [3731] How was your attendance compared to the average attendance for the last five years? **Stayed the Same**
- D) [3732] If your attendance increased or decreased, what do you think caused the change?
- E) [3733] Can St. Louis be considered again for this event? **Yes**
- F) [3734] Can St. Louis be considered again for some other event? **No**
- G) [3735] If your answer is yes - please indicate month, year and meeting name: **August of 2013 and beyond.**
- H) [3736] If the answer to either of the above is yes or maybe, when should we contact you? **June of 2007.**
- I) [3737] If the answer is no, please list reasons in order of priority so that we can improve our product:
- J) [3738] Please list where this meeting is going in future years. **2004 - Nashville, TN 2005 - Honolulu, HI 2006 - Salt Lake City, UT 2007 - Reno, NV 2008 - Phoenix, AZ**
- K) [3739] Would you be willing to serve as a reference? **Yes**
- L) [3740] If the answer is no, please tell us why:

IX) [716] International Association of Convention and Visitors Bureaus Database

[3741] Please fill in the following information which will be provided to DMAI (formerly IACVB) to update the file on your meeting

- A) [3742] Housing by: association, bureau or other **Association**
- B) [3743] Exhibit site: hotel, convention center or other **America's Center**
- C) [3744] Registered attendance **12,500**
- D) [3745] Peak rooms picked up **3524**
- E) [3746] Headquarter hotel **[REDACTED]**
- F) [3747] Headquarter hotel peak rooms picked up **800**
- G) [3748] Number of hotels used **11**
- H) [3749] Number of room nights consumed **19329**


I) [3750] Largest meeting attendance	6500
J) [3751] Largest meal attendance	2300
K) [3752] Number of simultaneous meeting rooms	52
L) [3753] Number of food and beverage functions	100+
M) [3754] Gross square feet of exhibit space	80,000
N) [3755] Net square feet of exhibit space	
O) [3756] Move-in days	3
P) [3757] Move-out days	1
Q) [3758] Start day of the week	Friday
R) [3759] End day of the week	Thursday

(start closing section - shown after survey is submitted)

Your survey data has been received. Thanks for your time and your input. The St. Louis Convention & Visitors Commission appreciates your business and we hope to see you again.

(end closing section)

Done

E-Autofeedback Developed by	 Hurricane Software, Inc.
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Post Event Meeting Planner Survey 500+ Rooms






I) [708] Demographics

- A) [3632] Contact Name
- B) [3633] Contact Title
- C) [3634] Organization
- D) [3635] Meeting Name
- E) [3636] Meeting Dates
- F) [3951] Number of peak rooms blocked: **3,601**

II) [709] Rate St. Louis

- A) [3638] Friendliness and safety of the city: **Very Good**
 - B) [3639] Convenience and usefulness of St. Louis International Airport: **Very Good**
 - C) [3640] How would you rate our taxi service? **N/A**
 - D) [7896] Comments:
 - E) [3641] How would you rate the dining experience in our restaurants? **Good**
 - F) [3642] How would you rate our visitor attractions? **N/A**
 - G) [3643] How would you rate our shopping? **N/A**
 - H) [3644] How would you rate our entertainment and nightlife? **N/A**
 - I) [3645] Compared to other cities in which you've held your meeting, how would you rate St. Louis as a meeting destination? **Very Good**
 - J) [3646] Comments:
-




III) [710] Rate the St. Louis Convention & Visitors Commission

- A) [3647] Who was your sales contact? 
- B) [3648] Was the sales approach reasonable, appropriate and professional? **Very Good**
- C) [3649] Was the sales representative flexible and attentive in meeting your needs? **Very Good**
- D) [3650] Was the booking process detailed and timely? **N/A**
- E) [3651] How would you rate the sales representative's overall performance? **Very Good**
- F) [3652] Who was your convention services contact? 
- G) [3653] While planning your meeting, was the convention service representative available and helpful? **Excellent**
- H) [3654] During your meeting was the convention services representative useful and professional? **Excellent**
- I) [3655] Did you use our Housing Bureau? **Yes**
- J) [3656] Was the Housing Bureau staff professional, competent and responsive? **Excellent**
- K) [3657] If you used St. Louis CVC supplied collateral materials, please rate them. **N/A**
- L) [3658] Please rate the friendliness and competence of our registration services staff. **Excellent**
- M) [3946] Did you use the services of any St. Louis-based businesses during your meeting, and if so, what types of services did you use? (e.g., entertainment, florists, destination management company) **We used** 
- N) [3947] Did you use a St. Louis-based business whose service and professionalism was exceptional? If so, would you provide us with the business name and a brief comment? 
- O) [3948] Did you use a St. Louis-based business whose service and professionalism did not meet your expectations? If so, would you provide us with the business name and a brief explanation?
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission? 
- Q) [3660] If you could change one thing about what we did on your behalf to improve our service in the future, what would it be?
- R) [3661] Overall, rate the St. Louis Convention &

Visitors Commission?s service to you and your meeting.

Very Good

IV) [711] Rate Your Headquarter Hotel


- A) [3662] Name of Hotel: 
- B) [3663] Hotel Sales Manager?s name: 
- C) [3664] Hotel Sales Manager?s professionalism and competence: **Poor**
- D) [3665] Hotel Convention Service Manager?s name:
- E) [3666] Hotel Convention Service Manager?s professionalism, competence and availability: **Good**
- F) [3667] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: **Poor**
- G) [3668] Front desk/reservation service: **Fair**
- H) [3669] Hotel Cleanliness: **Poor**
- I) [3670] Quality of guest rooms: **Fair**
- J) [3671] Quality of hotel meeting facilities: **N/A**
- K) [3672] Quality and pricing of hotel banquet service: **N/A**
- L) [3673] Overall impression of headquarter hotel: **Fair**
- M) [3674] Comments: **We have been asked to not use this hotel in 2008** 

V) [712] Tell Us About Overflow Hotels (rate up to three)

- A) [3675] Name of hotel #1:
- B) [3676] Hotel Sales manager?s name:
- C) [3677] Hotel Sales manager?s professionalism and competence:
- D) [3678] Front desk/reservations:
- E) [3679] Quality of guest rooms:
- F) [3680] Overall impression of hotel:
- G) [7894] Comments:
- H) [3681] Name of hotel #2:
- I) [3682] Hotel Sales Manager?s Name:
- J) [3683] Hotel Sales Manager?s professionalism and competence:

- K) [3684] Front desk/reservations:
- L) [3685] Quality of guest rooms:
- M) [3686] Overall impression of hotel:
- N) [7895] Comments:
- O) [3687] Name of hotel #3:
- P) [3688] Hotel Sales Manager's Name:
- Q) [3689] Hotel Sales Manager's professionalism and competence:
- R) [3690] Front desk/reservations:
- S) [3691] Quality of guest rooms:
- T) [3692] Overall impression of hotel:
- U) [3693] Comments:

VI) [713] Rate America's Center

- A) [5724] Did you use America's Center? **Yes**
- B) [3694] Who was your America's Center sales manager?
- C) [3695] Rate the America's Center sales manager's professionalism, availability and competence: **Excellent**
- D) [3696] Was the contracting process at America's Center friendly, detailed and timely? **Excellent**
- E) [3697] America's Center Event Manager's name: 
- F) [3698] Was the America's Center Event Manager available to you during your meeting? **Excellent**
- G) [3699] Price/value of America's Center space used: **Fair**
- H) [3700] Functionality of your America's Center exhibit space: **Very Good**
- I) [3701] Room set up at America's Center: **Very Good**
- J) [3702] Cleanliness of America's Center: **Good**
- K) [3703] Condition of facility/equipment at America's Center: **Good**
- L) [3704] Please rate the quality of work, efficiency of work and value of contracted labor at America's Center. **Poor**
- M) [3705] Was the America's Center directional signage helpful? **Good**
- N) [3706] Rate the planning, performance and value of security and guest services at America's **Very Good**

Center.

- O) [3707] Telecommunications and technical services: **Good**
- P) [3708] Box office/ticketing services: **N/A**
- Q) [3709] Preparation, accuracy and timeliness of final invoice: **Very Good**
- R) [3710] Overall impression of America's Center: **Very Good**
- S) [6476] Additional Comments about America's Center:

VII) [714] In-House Vendor Services at America's Center

[3711]

- A) [3721] Name of sales manager:
- B) [3712] Rate the sales manager's professionalism, competence and availability: **N/A**
- C) [3713] Quality and service for catered functions: **Very Good**
- D) [3714] Price/value of catered functions: **Very Good**
- E) [3715] Rate the service at concession stands: **Very Good**
- F) [3716] Price/value of concession stand product: **Very Good**
- G) [3717] Exhibitor satisfaction with service: **Very Good**
- H) [3718] Comments:

[3719] Please Rate

- I) [3720] Contact Name:
- J) [3722] Rate your contact for service, value and supervision of labor: **Very Good**
- K) [3723] Quality of equipment: **Very Good**
- L) [3724] Overall satisfaction: **Very Good**

[3725] Please Rate

- M) [3726] Contact Name
- N) [3727] Rate your contact for service, value and supervision of labor: **Very Good**
- O) [3728] Exhibitor satisfaction with service: **Very Good**

VIII) [715] Future Needs

- A) [3729] On a scale of ten to one, with ten being high, how would you have rated St. Louis as a meeting destination PRIOR to your meeting? **8**

- B) [3730] On a scale of ten to one, with ten being high, how would you rate St. Louis as a meeting destination AFTER your meeting? **6**
- C) [3731] How was your attendance compared to the average attendance for the last five years? **Decreased**
- D) [3732] If your attendance increased or decreased, what do you think caused the change? **Nothing to do with destination**
- E) [3733] Can St. Louis be considered again for this event? **Maybe**
- F) [3734] Can St. Louis be considered again for some other event? **No**
- G) [3735] If your answer is yes - please indicate month, year and meeting name:
- H) [3736] If the answer to either of the above is yes or maybe, when should we contact you?
- I) [3737] If the answer is no, please list reasons in order of priority so that we can improve our product:
- J) [3738] Please list where this meeting is going in future years. **2008 we will be back in St. Louis. Beyond '08 TBD.**
- K) [3739] Would you be willing to serve as a reference? **Yes**
- L) [3740] If the answer is no, please tell us why:

IX) [716] International Association of Convention and Visitors Bureaus Databas

[3741] *Please fill in the following information which will be provided to DMAI (formerly IACVB) to update the file on your meeting*

- A) [3742] Housing by: association, bureau or other
- B) [3743] Exhibit site: hotel, convention center or other
- C) [3744] Registered attendance
- D) [3745] Peak rooms picked up
- E) [3746] Headquarter hotel
- F) [3747] Headquarter hotel peak rooms picked up
- G) [3748] Number of hotels used
- H) [3749] Number of room nights consumed
- I) [3750] Largest meeting attendance
- J) [3751] Largest meal attendance
- K) [3752] Number of simultaneous meeting rooms
- L) [3753] Number of food and beverage functions
-

- M) [3754] Gross square feet of exhibit space
- N) [3755] Net square feet of exhibit space
- O) [3756] Move-in days
- P) [3757] Move-out days
- Q) [3758] Start day of the week
- R) [3759] End day of the week


(start closing section - shown after survey is submitted)

Your survey data has been received. Thanks for your time and your input. The St. Louis Convention & Visitors Commission appreciates your business and we hope to see you again.

(end closing section)

Done

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