



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: **3,500**

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] Taxi comments:
- E) [3641] How would you rate the dining experience in our restaurants? **Very Good**
- F) [3642] How would you rate our visitor attractions? **Excellent**
- G) [3643] How would you rate our shopping? **Very Good**
- 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? **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? **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)  **for bus transfers**
- 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?  **was excellent!**
- 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? **Their availability and willingness to help us with any situation we come across.**
- 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? **We would like to meet to discuss the relationship between the dome and the ministry. We do have some issues that we are not totally happy with and need to meet and discuss.**





- 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: **Very Good**
- F) [3667] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: **Very Good**
- G) [3668] Front desk/reservation service: **Very Good**
- H) [3669] Hotel cleanliness: **Very Good**
- I) [3670] Quality of guest rooms: **Excellent**
- 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: **Excellent**
- M) [3674] Comments: **My room was not cleaned very well. I came one night and my pajamas had been thrown on the floor. The towels were not refreshed another day.**

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: **Fair**
- D) [3678] Front desk/reservations: **Good**
- E) [3679] Quality of guest rooms: **Excellent**
- F) [3680] Overall impression of hotel: **Excellent**
- G) [7894] Comments: **Contact did not get back with our Tvl. Coordinator on a timely basis and changes were not made consistently. We would prefer to work with a Sales Manager.**

- H) [3681] Name of hotel #2: 
- I) [3682] Hotel sales manager's name: 
- J) [3683] Hotel sales manager's professionalism and competence: **Poor**
- K) [3684] Front desk/reservations: **Poor**
- L) [3685] Quality of guest rooms: **Poor**
- M) [3686] Overall impression of hotel: **Poor**
- N) [7895] Comments: **We received numerous complaints both during and after the convention. Service, cleanliness, upkeep, all was horrid. We have canceled our contract with them for next year. They need help!**
- 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: **Very Good**
- S) [3691] Quality of guest rooms: **Excellent**
- T) [3692] Overall impression of hotel: **Very Good**
- U) [3693] Comments: **We had a couple of people comment on how much they enjoyed their stay with them!**

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

- A) [5724] Did you use America's Center or the Edwards Jones Dome? **No**
- B) [3694] Who was your convention center sales manager?
- C) [3695] Rate the convention center sales manager's professionalism, availability and competence:
- D) [3696] Was the contracting process detailed and timely?
- E) [3697] Who was your event manager/coordinator?
- F) [3698] Was the event manager/coordinator available to you during your meeting?
- G) [3699] Price/value of convention center space used:
- H) [3700] Functionality of your exhibit space:
- I) [3701] Room set up at convention center:

- J) [3702] Cleanliness of convention center:
- K) [3703] Condition of facility/equipment at convention center:
- L) [3704] Please rate the quality of work, efficiency of work and value of contracted labor at convention center.
- M) [3705] Was the convention center's directional signage helpful?
- N) [3706] Rate the planning, performance and value of security and guest services at the convention center.
- O) [3707] Telecommunications and technical services:
- P) [3708] Box office/ticketing services:
- Q) [3709] Preparation, accuracy and timeliness of final invoice:
- R) [3710] Overall impression of the convention center:
- 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:
- C) [3713] Quality and service for catered functions or food service:
- D) [3714] Price/value of catered functions or food service:
- E) [3715] Rate the service at concession stands:
- F) [3716] Price/value of concession stand product:
- G) [3717] Exhibitor satisfaction with service:
- H) [3718] Comments:

[3719] Please Rate [REDACTED]

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

[3725] Please [REDACTED]

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

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? **10**
- 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? **10**
- 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? **Gas prices, speaker draw, WE do better w/ we have a [REDACTED] etc**
- E) [3733] Can St. Louis be considered again for this event? **Yes**
- F) [3734] Can St. Louis be considered again for some other event? **Yes**
- G) [3735] If your answer is yes - please indicate month, year and meeting name: **We are tentatively holding dates through 2012**
- 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. **Same place**
- 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 **Bureau**
- B) [3743] Exhibit site: hotel, convention center or other **Dome**
- C) [3744] Registered attendance **done at JMM**



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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: **3,600**

II) [709] Rate St. Louis

- A) [3638] Friendliness and safety of the city: **Good**
- B) [3639] Convenience and usefulness of St. Louis International Airport: **Good**
- C) [3640] How would you rate our taxi service? **Good**
- D) [7896] Comments: **Friendliness of the city is great. Majority of people I encountered were very nice and offered assistance with a smile. However, safety is somewhat of a concern. We had several thefts in hotel rooms, staff member was almost mugged, many homeless people pandering in the street, etc.**
- E) [3641] How would you rate the dining experience in our restaurants? **Very 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

D) [3745] Peak rooms picked up	2,538
E) [3746] Headquarter hotel	[REDACTED]
F) [3747] Headquarter hotel peak rooms picked up	464
G) [3748] Number of hotels used	29
H) [3749] Number of room nights consumed	10,639
I) [3750] Largest meeting attendance	18,100
J) [3751] Largest meal attendance	N/A
K) [3752] Number of simultaneous meeting rooms	N/A
L) [3753] Number of food and beverage functions	3
M) [3754] Gross square feet of exhibit space	N/A
N) [3755] Net square feet of exhibit space	N/A
O) [3756] Move-in days	3
P) [3757] Move-out days	1
Q) [3758] Start day of the week	Monday
R) [3759] End day of the week	Saturday night

(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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contact support@eautofeedback.com

held your meeting, how would you rate St. Louis as a meeting destination?

Good

J) [3646] Comments:

Working within the Events Department, did not get to personally experience the area attractions, shopping, entertainment, etc. However, attendees commented that St. Louis is a great location for the Conferenc

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

- A) [3647] Who was your sales contact? **[REDACTED]**
- B) [3648] Was the sales approach reasonable, appropriate and professional? **Excellent**
- C) [3649] Was the sales representative flexible and attentive in meeting your needs? **N/A**
- D) [3650] Was the booking process detailed and timely? **N/A**
- E) [3651] How would you rate the sales representative's overall performance? **Excellent**
- F) [3652] Who was your convention services contact? **[REDACTED]**
- 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? **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: **N/A**
- 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) **[REDACTED] they did a good job with transportation for our staff/special guests, temp staffing and our final night decor/entertainment.**
- 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 **[REDACTED] When faced with a walk situation they were unhelpful and clearly not a true partner with**

- with the business name and a brief explanation? us
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission? **Service - Having recently joined two months prior to this conference I was impressed how they both extended themselves tremendously in their effort to welcome us back to St. Louis with this Conference. Also [redacted] was instrumental helping us with an issue we had with our housing at our headquarters hotel.**
- 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: [redacted]
- B) [3663] Hotel Sales Manager's name: [redacted]
- C) [3664] Hotel Sales Manager's professionalism and competence: **N/A**
- D) [3665] Hotel Convention Service Manager's name: [redacted]
- E) [3666] Hotel Convention Service Manager's professionalism, competence and availability: **Fair**
- F) [3667] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: **Fair**
- 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: **Good**
- K) [3672] Quality and pricing of hotel banquet service: **Good**
- L) [3673] Overall impression of headquarter hotel: **Fair**
- M) [3674] Comments: **Overall was not impressed with the service the hotel. We had two thefts of staff hotel rooms, guest room doors did not shut automatically, service from all departments was subpar. (housekeeping, front desk, etc. guest rooms not cleaned until late the afternoon. My experience left me with the impression that their service quality is**

lacking due to their proximity to the convention center. Basically, they do not need to because they will always get the demand due to their location.

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: N/A

- D) [3696] Was the contracting process at America's Center friendly, detailed and timely? **N/A**
- E) [3697] America's Center Event Manager's name: [REDACTED]
- 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: **Very Good**
- H) [3700] Functionality of your America's Center exhibit space: **N/A**
- 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. **Fair**
- 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 Center. **Very Good**
- O) [3707] Telecommunications and technical services: **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 America's Center: **Good**
- S) [6476] Additional Comments about America's Center: **The flow of the meeting space and being connected to the Dome works very well for our Conference. [REDACTED] also worked very closely with us and was wonderful to work with [REDACTED] also did a great job. We we happy to hear that there are plans to renovate the Center as certain areas do look worn, it time for a facelift Also, overall cleanliness was good during our conference. However, did have some issues with upkeep of the restrooms throughout the week.**

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

[3711] Please Rate [REDACTED]

A) [3721] Name of sales manager: [REDACTED]

- B) [3712] Rate the sales manager's professionalism, competence and availability: **Excellent**
- 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: **Good**
- F) [3716] Price/value of concession stand product: **Good**
- G) [3717] Exhibitor satisfaction with service: **N/A**
- H) [3718] Comments:

[3719] Please Rate [REDACTED]

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

[3725] Please Rate [REDACTED]

- M) [3726] Contact Name [REDACTED]
- N) [3727] Rate your contact for service, value and supervision of labor: **Good**
- O) [3728] Exhibitor satisfaction with service: **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? **3**
- 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? **8**
- 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? **Overall consultant base is down which affected our attendance.**
- 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. **2007 - Hoston 2008 - back to St. Louis!**
- 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 c your meeting

- A) [3742] Housing by: association, bureau or other **Bureau**
- B) [3743] Exhibit site: hotel, convention center or other **Convention Center**
- C) [3744] Registered attendance **7200**
- D) [3745] Peak rooms picked up **[REDACTED]**
- E) [3746] Headquarter hotel **[REDACTED]**
- F) [3747] Headquarter hotel peak rooms picked up **[REDACTED]**
- G) [3748] Number of hotels used
- H) [3749] Number of room nights consumed
- I) [3750] Largest meeting attendance **7200**
- J) [3751] Largest meal attendance **7200**
- 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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