



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: **approximately 6,000**

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? **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: **The Union labor issues are the only problem area we experienced in St. Louis.**

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? **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? [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? **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: **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] provided excellent tours for our attendees. We were very happy with services provided by [REDACTED]
- 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? **True interest in the client and the event makes it a joy to work with SLCVC.**
- 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: [REDACTED]
 - B) [3663] Hotel sales manager's name: [REDACTED]
 - C) [3664] Hotel sales manager's professionalism and competence: [REDACTED]
 - D) [3665] Hotel convention service manager's name: [REDACTED]
 - 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: **Very Good**
 - J) [3671] Quality of hotel meeting facilities: **Very Good**
 - K) [3672] Quality and pricing of hotel banquet service: **Very Good**
 - L) [3673] Overall impression of headquarter hotel: **Excellent**
 - M) [3674] Comments: [REDACTED] was an absolute joy to work with. She complied with our requests as often as possible. Our [REDACTED] was the most accurate of all we have reviewed.
-

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

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

- I) [3682] Hotel sales manager's name: 
- J) [3683] Hotel sales manager's professionalism and competence: **Very Good**
- K) [3684] Front desk/reservations: **Very Good**
- L) [3685] Quality of guest rooms: **Very Good**
- M) [3686] Overall impression of hotel: **Very Good**
- 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: **Excellent**
- R) [3690] Front desk/reservations: **Very Good**
- S) [3691] Quality of guest rooms: **Very Good**
- T) [3692] Overall impression of hotel: **Very Good**
- U) [3693] Comments:

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

- A) [5724] Did you use America's Center or the Edwards Jones Dome? **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: **Excellent**
- I) [3701] Room set up at convention center: **Excellent**
- 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 **Good**

convention center.

- M) [3705] Was the convention center's directional signage helpful? **Good**
- 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: **N/A**
- Q) [3709] Preparation, accuracy and timeliness of final invoice:
- R) [3710] Overall impression of the convention center: **Excellent**
- S) [6476] Additional comments about the convention center: **Perfect fit for our event. We have not received the final invoice as yet.**

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: **Excellent**
- C) [3713] Quality and service for catered functions or food service: **Very Good**
- D) [3714] Price/value of catered functions or food service: **Good**
- E) [3715] Rate the service at concession stands: **N/A**
- F) [3716] Price/value of concession stand product: **N/A**
- G) [3717] Exhibitor satisfaction with service: **N/A**
- H) [3718] Comments: **We were pleased that [REDACTED] was willing to work with us on the vegetarian requirements for our food service.**

[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? **5**
- 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?
- 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? 
- E) [3733] Can St. Louis be considered again for this event? **Maybe**
- 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: **My answer is "maybe" rather than "no." I must say, however, that the heavy expense incurred due to union requirements would a consideration before returning to St. Louis**
- J) [3738] Please list where this meeting is going in future years. **2010--Atlanta, GA (Georgia Dome/Georgia World Congress Center) 2015--To be determined by Spring, 2006**
- 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 **Convention Center**
- C) [3744] Registered attendance **6,000**

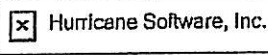
D) [3745] Peak rooms picked up	
E) [3746] Headquarter hotel	
F) [3747] Headquarter hotel peak rooms picked up	
G) [3748] Number of hotels used	20
H) [3749] Number of room nights consumed	
I) [3750] Largest meeting attendance	45,000
J) [3751] Largest meal attendance	11,000
K) [3752] Number of simultaneous 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	5
P) [3757] Move-out days	3
Q) [3758] Start day of the week	Wed June 29
R) [3759] End day of the week	Sat July 9

(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



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: **6,000**






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? **Very Good**
- F) [3642] How would you rate our visitor attractions? **Very Good**
- G) [3643] How would you rate our shopping? **Poor**
- 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:

Restaurants need to stay open later, when you have an event our size, especially on the weekends. Shopping, not enough and very

difficult to find downtown. Even a drug store

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? **Very Good**
- 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? **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? **Yes**
- J) [3656] Was the Housing Bureau staff professional, competent and responsive? **Poor**
- 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) **Temp agency, labor agency, florists, DMC**
- 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?  **is fabulous. AWESOME!**
- 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? **No - However, didn't need the union whin!**
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission?  **was always very helpful and friendly and available in a pinch!**
- Q) [3660] If you could change one thing about what we did on your behalf to improve our service in **HOUSING!  was not available to our needs. We found that any and all problems**

the future, what would it be?

were ours alone and it was a struggle to receive assistance, without always being 1 how we are not doing it right.

R) [3661] Overall, rate the St. Louis Convention & Visitors Commission's service to you and your meeting.

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:

Very Good

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:

Very Good

G) [3668] Front desk/reservation service:

Very Good

H) [3669] Hotel Cleanliness:

Very Good

I) [3670] Quality of guest rooms:

Very Good

J) [3671] Quality of hotel meeting facilities:

Very Good

K) [3672] Quality and pricing of hotel banquet service:

Very Good

L) [3673] Overall impression of headquarter hotel:

Very Good

M) [3674] Comments:

Very attentive.

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:

Poor

D) [3678] Front desk/reservations:

N/A

E) [3679] Quality of guest rooms:

N/A






F) [3680] Overall impression of hotel:

Poor



G) [7894] Comments:

Very uncooperative at the end when we face attrition. Very difficult to work with and gather responses to information we needed

for our executive team due to the attrition.

- 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: **N/A**
- L) [3685] Quality of guest rooms: **N/A**
- M) [3686] Overall Impression of hotel: **Poor**
- N) [7895] Comments: **Again, very uncooperative when it came to our needs to understand why we faced attrition and to lower costs when our Even Department had to answer to our Executiv Team**
- O) [3687] Name of hotel #3: 
- P) [3688] Hotel Sales Manager?s Name: 
- Q) [3689] Hotel Sales Manager?s professionalism and competence: **Poor**
- R) [3690] Front desk/reservations: **N/A**
- S) [3691] Quality of guest rooms: **N/A**
- T) [3692] Overall impression of hotel: **Poor**
- U) [3693] Comments: **From the beginning very beginning stages 08/04  was difficult. Then again, same 2 previous hotels, not helpful to us for attrition. He is also very demanding.**

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? **Very Good**
- G) [3699] Price/value of America's Center space used: **Excellent**
- H) [3700] Functionality of your America's Center exhibit space: **Excellent**

- | | |
|--|--|
| I) [3701] Room set up at America's Center: | Excellent |
| J) [3702] Cleanliness of America's Center: | Very Good |
| K) [3703] Condition of facility/equipment at America's Center: | Fair |
| L) [3704] Please rate the quality of work, efficiency of work and value of contracted labor at America's Center. | Excellent |
| M) [3705] Was the America's Center directional signage helpful? | N/A |
| N) [3706] Rate the planning, performance and value of security and guest services at America's Center. | Excellent |
| O) [3707] Telecommunications and technical services: | Good |
| P) [3708] Box office/ticketing services: | N/A |
| Q) [3709] Preparation, accuracy and timeliness of final invoice: | Good |
| R) [3710] Overall impression of America's Center: | Very Good |
| S) [6476] Additional Comments about America's Center: | It served our event very well and we were very happy! |

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: | Very Good |
| C) [3713] Quality and service for catered functions: | Excellent |
| D) [3714] Price/value of catered functions: | Excellent |
| E) [3715] Rate the service at concession stands: | Excellent |
| F) [3716] Price/value of concession stand product: | Excellent |
| G) [3717] Exhibitor satisfaction with service: | N/A |
| H) [3718] Comments: | Food awesome - all was great. If we come again, we now have a history to benefit all. |

[3719] Please Rate [REDACTED]

- | | |
|--|------------------|
| I) [3720] Contact Name: | [REDACTED] |
| 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

O) [3728] Exhibitor satisfaction with service:

Very Good

N/A

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?

Increased

D) [3732] If your attendance increased or decreased, what do you think caused the change?

Our company is growing by 300% per year

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:

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.

Confidential

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

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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Post Event Survey-B 100-499 Rooms

I) [926] Demographics

- A) [6339] Contact Name
- B) [6340] Contact Title
- C) [6341] Organization
- D) [6342] Meeting Name
- E) [6343] Meeting Dates
- F) [6344] Range of peak rooms blocked:
- G) [6345] Number of peak rooms blocked:

II) [927] Rate St. Louis

- A) [6346] Friendliness and safety of the city: **Very Good**
- B) [6347] Convenience and usefulness of St. Louis International Airport: **Good**
- C) [6348] How would you rate our taxi service? **Fair**
- D) [7897] Comments:
- E) [6349] How would you rate the dining experience in our restaurants? **Very Good**
- F) [6350] How would you rate our visitor attractions? **Very Good**
- G) [6351] How would you rate our shopping? **N/A**
- H) [6352] How would you rate our entertainment and nightlife? **N/A**
- I) [6353] Compared to other cities in which you've held your meeting, how would you rate St. Louis as a meeting destination? **Very Good**
- J) [6354] Comments:

III) [928] Rate the St. Louis Convention & Visitors Commission

- A) [6473] Did you work with a sales contact at the SLCVC? No
- B) [6355] Who was your sales contact?
- C) [6356] Was the sales approach reasonable, appropriate and professional?
- D) [6357] Was the sales representative flexible and attentive in meeting your needs?
- E) [6358] Was the booking process detailed and timely?
- F) [6359] How would you rate the sales representative's overall performance?
- G) [6360] Who was your convention services contact?
- H) [6361] While planning your meeting, was the convention service representative available and helpful? N/A
- I) [6362] During your meeting was the convention services representative useful and professional? N/A
- J) [6365] If you used St. Louis CVC supplied collateral materials, please rate them. N/A
- K) [6474] Did you use our registration services staff? No
- L) [6366] Please rate the friendliness and competence of our registration services staff:
- M) [6367] Did you use the services of any St. Louis-based businesses during your meeting? No
- N) [6475] What types of services did you use? (e.g., entertainment, florists, destination management company)
- O) [6368] 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?
- P) [6369] 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?
- Q) [6370] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission?
- R) [6371] If you could change one thing about what the SLCVC did on your behalf to improve our service in the future, what would it be?

S) [6372] Overall, rate the St. Louis Convention & Visitors Commission's service to you and your meeting. N/A

IV) [929] Rate Your Headquarter Hotel

A) [6373] Name of Hotel: [REDACTED]

B) [6374] Hotel Sales Manager's name:

C) [6375] Hotel Sales Manager's professionalism and competence: N/A

D) [6376] Hotel Catering Convention Service Manager's name:

E) [6377] Hotel Catering Convention Service Manager's professionalism, competence and availability: N/A

F) [6378] Was the hotel helpful in delivering on their contractual obligations and in helping you fulfill your contractual obligations: Very Good

G) [6384] Overall impression of headquarter hotel: Poor

H) [6385] Comments: They should not allow people to walk throth the "construction" zones going on in this hotel at present. I walked past a man with a active electric wood saw and wires hanging down and across places where you walk. I also used the stairs ONCE and it had a hug wet-vac on it with the cords on every step. was definitely a safety hazard. Especially if had luggage. Thank goodness I used the bellman.

V) [930] Tell Us About Overflow Hotels (rate up to three)

A) [6386] Did you use overflow hotels? No

B) [6387] Name of hotel #1:

C) [6392] Comments:

D) [6393] Name of hotel #2:

E) [6405] Comments:

VI) [933] Future Needs

A) [6442] 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) [6443] 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) [6444] How was your attendance compared to the average attendance for the last five years? **Decreased**
- D) [6445] If your attendance increased or decreased, what do you think caused the change? **We have several VIPS visiting several cities and wherever they go, the crowd follows.**
- E) [6446] Can St. Louis be considered again for this event? **Yes**
- F) [6447] Can St. Louis be considered again for some other event? **No**
- G) [6448] If your answer is yes - please indicate month, year and meeting name: **I'm sure we'll use it again next year - March 2007.**
- H) [6449] If the answer to either of the above is yes or maybe, when should we contact you?
- I) [6450] If the answer is no, please list reasons in order of priority so that we can improve our product:
- J) [6451] Please list where this meeting is going in future years. **This meeting takes place in 40 cities over 2 weekends in the month of March every year**
- K) [6452] Would you be willing to serve as a reference? **No**
- L) [6453] If the answer is no, please tell us why: **My name is [REDACTED] and I'm filling out this survey on behalf of [REDACTED] because I was the on-site contact [REDACTED] was the contact in the office.**

(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)



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:

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? **Very Good**
- 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? **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? **Excellent**
- J) [3646] Comments:

St. Louis is one of the most pleasant cities we have had a conference in and one of the safest-feeling for our youth. It was very eas




to get around the city, use the metro, see sights.

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? **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. **Excellent**
- 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)
We used [REDACTED] for our decorator; [REDACTED] for our carnival night.
- 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?
[REDACTED] was extremely professional and accommodating. No detail was left undone.
- 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?
[REDACTED] workers were very task-oriented; had a difficult time with those running the operation.
- P) [3659] In your view, what is the single greatest strength of the St. Louis Convention and Visitors Commission?
Very prompt responses in lining up site visits, arranging hotels/housing bureau, metro links, and any and all requests made.

- 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? **Can't think of a thing.**
- 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: **Very Good**
- 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: **N/A**
- K) [3672] Quality and pricing of hotel banquet service: **Very Good**
- L) [3673] Overall impression of headquarter hotel: **Excellent**
- M) [3674] Comments: **Check-in went smoothly; they were well set up for a group our size. They accommodate putting teams on the same floor as much as possible. Elevators were not too backed up which can be a big problem.**

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: **Poor**
- E) [3679] Quality of guest rooms: **Very Good**
- F) [3680] Overall impression of hotel: **Very Good**

- 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: **Very Good**
- K) [3684] Front desk/reservations: **Very Good**
- L) [3685] Quality of guest rooms: **Very Good**
- M) [3686] Overall impression of hotel: **Excellent**
- 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/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: **Excellent**
- I) [3701] Room set up at convention center: **Excellent**
- J) [3702] Cleanliness of convention center: **Excellent**
- K) [3703] Condition of facility/equipment at **Excellent**
-

convention center:

- 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? **Fair**
- N) [3706] Rate the planning, performance and value of security and guest services at the convention center. **Excellent**
- 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: **Very Good**
- 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: **Excellent**
- C) [3713] Quality and service for catered functions or food service: **Excellent**
- D) [3714] Price/value of catered functions or food service: **Very Good**
- E) [3715] Rate the service at concession stands: **Very Good**
- F) [3716] Price/value of concession stand product: **Good**
- G) [3717] Exhibitor satisfaction with service: **Very Good**
- H) [3718] Comments: [REDACTED] service was exceptional. Everything promised was delivered with quality.

[3719] Please Rate [REDACTED]

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

[3725] Please Rate Edlen Electric

- M) [3726] Contact name: [REDACTED]
- 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? **10**
- 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? **No**
- 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: **Annual conference can't be held in St. Louis because of the multiple union issues and what it costs because of the unions. Our attendees loved the facility and the city.**
- J) [3738] Please list where this meeting is going in future years. **Cincinnati, Ohio; Tennessee.**
- 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 **St. Louis Housing Bureau**
- B) [3743] Exhibit site: hotel, convention center or other **America's Center**
- C) [3744] Registered attendance **2100**


D) [3745] Peak rooms picked up	504
E) [3746] Headquarter hotel	[REDACTED]
F) [3747] Headquarter hotel peak rooms picked up	366
G) [3748] Number of hotels used	Three
H) [3749] Number of room nights consumed	1851
I) [3750] Largest meeting attendance	2000
J) [3751] Largest meal attendance	2000
K) [3752] Number of simultaneous meeting rooms	19
L) [3753] Number of food and beverage functions	16
M) [3754] Gross square feet of exhibit space	Not sure what you mean by this.
N) [3755] Net square feet of exhibit space	Not sure what you mean by this.
O) [3756] Move-in days	Monday and Tuesday
P) [3757] Move-out days	Friday and Saturday
Q) [3758] Start day of the week	Wednesday
R) [3759] End day of the week	Saturday

(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)



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