

Submitted on 10/21/2011

Event Number: E16350

Event Location: Fairfield

Event Date: 10/15/2011

Function Room: Ohio Room

Sales Person: Renee Schachleiter

Event Name: Bishop/Diefenbacher

Contact Person: Brenda Bishop-Mother of the Bride

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Overall satisfaction of products and services 10

Cleanliness of Public Area (Lobby, Rest Rooms) 10

Cleanliness of Meeting and Banquet Room 10

Atmosphere / Comfort of Meeting Space 10

Quality of A V Equipment and Staff 9

Who was the Banquet Captain of your event? Mary

Were you welcomed and greeted with a smile? Yes

Overall Satisfaction of Banquet Captain & Staff 10

Overall Satisfaction of the Bartender 10

Tastiness and Quality of Food Product 10

Presentation of Food Product 10

Replenishment of Food during Event 10

Friendliness and Professionalism of Sales Staff 10

Service received from Sales Staff 10

Overall satisfaction of Sales Staff 10

Service received from Office Manager 10

Billing and Collection ease of services 10

Your DJ company? Wally J 10

Your Photographer? A Thousand Words Photography 10

Your Cake provider? Jeana's Great Cakes 10

Suggestions for improvements We saw fingerprints on the DVD slide show which may have caused the DVD to stick. Please check DVD's prior to playing. (It worked fine at home) Make a line for the florist. We used "Definitely Diane" and loved her work. The room was absolutely beautiful!!!

Additional Comments We had such a pleasant experience from start to finish. The entire staff was courteous, professional and friendly. It's nice to know there are people who love what they do and go out of their way to make your day special. Thank you!!!

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May we post your comments on our Web Site? yes