

Submitted on 10/21/2011

Event Number: E19168

Event Location: Erlanger

Event Date: 10/17/2011

Function Room: Campbell Room

Sales Person: Jessica Engel

Event Name: Bottom Line Systems, Inc.

Contact Person: Lynette Koenig

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Overall satisfaction of products and services 7

Cleanliness of Public Area (Lobby, Rest Rooms) 5

Cleanliness of Meeting and Banquet Room 9

Atmosphere / Comfort of Meeting Space 7

Quality of A V Equipment and Staff 5

Who was the Banquet Captain of your event? Matt

Were you welcomed and greeted with a smile? Yes

Overall Satisfaction of Banquet Captain & Staff 10

Overall Satisfaction of the Bartender

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?

Your Photographer?

Your Cake provider?

Suggestions for improvements We have many events at Receptions and are always pleased with the staff and services offered. This time we had an issue with the projector, I think the bulb must have blown out. Matt was great and quick to fix the issue, so it worked out causing only a small glitch in our program. As mentioned on prior surveys, bathrooms could use updating. Also, the room is very dark for the type of event we are doing. Matt opened the skylight this time, which helped slightly. We do understand the room is really set for a wedding atmosphere, in which it would work, but tends to make our people sleepy (we aren't always delivering riveting programs!)

Additional Comments Location is great and parking is convenient and easy. Our associates like the venue and we enjoy the ease involved in planning our events. Thanks so much for all of your help and hard work to make our event a success!

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May we post your comments on our Web Site? yes