

October 2011 COMMENT CARD SCORES

Comment	West	East	South	North	Loveland	Total
Overall Satisfaction of Products and Services	8.0	9.2	9.7	10.0	9.6	9.7
Cleanliness of Public Area	10.0	9.6	9.7	10.0	9.8	9.8
Cleanliness of Mtg & banq space	10.0	9.6	9.9	10.0	9.8	9.9
Atmosphere/Comfort of Meeting Space	10.0	9.6	9.6	10.0	9.8	9.7
Quality of A/V	10.0	9.6	9.3	9.9	9.8	9.5
Overall Satisfaction of Banquet Captain & Staff	10.0	9.8	9.8	10.0	9.7	9.8
Overall Satisfaction of Bartender	9.0	9.6	9.7	10.0	9.7	9.7
Tastiness & Quality of Food	9.0	9.8	9.8	10.0	9.6	9.8
Presentation of Food	10.0	9.6	9.6	10.0	9.7	9.7
Replenishment of Food During Event	8.0	9.8	9.9	9.9	9.8	9.8
Friendliness & Professionalism of Sales Staff	10.0	9.8	9.8	10.0	9.8	9.8
Service Received from Sales Staff	10.0	9.8	9.8	10.0	9.8	9.8
Overall Satisfaction of Sales Staff	10.0	9.4	9.8	10.0	9.8	9.8
Service Received from Office Mgr	10.0	9.4	9.7	9.9	9.7	9.7
Billing & Collection Ease of Services	10.0	9.8	9.9	9.8	9.8	9.8
Average totals	9.6	9.6	9.7	9.9	9.7	9.8

YTD 2011 COMMENT CARD SCORES

Comment	West	East	South	North	Loveland	Total
Overall Satisfaction of Products and Services	9.5	9.8	9.7	9.7	9.7	9.7
Cleanliness of Public Area	9.8	9.9	9.7	9.7	9.8	9.8
Cleanliness of Mtg & banq space	9.8	9.9	9.8	9.8	9.9	9.8
Atmosphere/Comfort of Meeting Space	9.8	9.9	9.6	9.6	9.8	9.7
Quality of A/V	9.5	9.6	9.4	9.6	9.5	9.5
Overall Satisfaction of Banquet Captain & Staff	9.5	9.8	9.7	9.8	9.7	9.7
Overall Satisfaction of Bartender	9.3	9.7	9.7	9.5	9.6	9.6
Tastiness & Quality of Food	9.4	9.8	9.7	9.6	9.6	9.7
Presentation of Food	9.5	9.9	9.6	9.7	9.7	9.7
Replenishment of Food During Event	9.3	9.8	9.7	9.7	9.8	9.7
Friendliness & Professionalism of Sales Staff	9.5	9.9	9.8	9.8	9.8	9.8
Service Received from Sales Staff	9.5	9.9	9.7	9.7	9.8	9.7
Overall Satisfaction of Sales Staff	9.5	9.8	9.7	9.7	9.8	9.7
Service Received from Office Mgr	9.6	9.8	9.7	9.8	9.8	9.8
Billing & Collection Ease of Services	9.5	9.8	9.8	9.7	9.8	9.8
Average totals	9.5	9.8	9.7	9.7	9.7	9.7

*The scores above represent 1 being unsatisfied to 10 being outstanding
 Receptions' had 58 comment cards returned for the Month of October
 Receptions' has had 409 comment cards returned year to date
 "na" is being used due to the fact no cards were returned this month*