College of DuPage  
Conference and Events Services  
Customer Feedback Evaluation

In order to help us further meet the needs of our clients, please take a few minutes to evaluate us on our services. (Please respond promptly and return in the enclosed envelope.)

1. Were your expectations met in renting the facility?
   - ☐ Exceeded expectations  
   - ☐ Met expectations  
   - ☐ Did not meet expectations  
   - ☐ Need improvement (please explain)

2. Did the room accommodate your meeting needs?
   - ☐ Exceeded expectations  
   - ☐ Met expectations  
   - ☐ Did not meet expectations  
   - ☐ Need improvement (please explain)

3. If catering services were used, were your expectations met in quality of service?
   - ☐ Exceeded expectations  
   - ☐ Met expectations  
   - ☐ Did not meet expectations  
   - ☐ Need improvement (please explain)

4. Was the event staff knowledgeable and helpful in assisting with your needs?
   - ☐ Exceeded expectations  
   - ☐ Met expectations  
   - ☐ Did not meet expectations  
   - ☐ Need improvement (please explain)

Name of Event  ____________________________________________________________
5. Were all event charges explained to you in detail before invoicing?

☐ Exceeded expectations

☐ Met expectations

☐ Did not meet expectations

☐ Need improvement (please explain)

6. Was your conference room in a convenient location for attendees?

☐ Exceeded expectations

☐ Met expectations

☐ Did not meet expectations

☐ Need improvement (please explain)

7. Was CES staff courteous, cooperative, organized and helpful in solving problems?

☐ Exceeded expectations

☐ Met expectations

☐ Did not meet expectations

☐ Need improvement (please explain)

8. Would you rent our facilities again, or recommend it to others?

☐ Yes

☐ Maybe

☐ No (please explain)

9. What improvements would you suggest in helping us better serve your needs?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

10. Were you satisfied with your experience and working with the CES department?

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied (please explain)