



**CONFIDENTIAL**

**Attention:** Mrs L vd Meijde  
**Deputy Director:** Facility Management, or [VanDerMeijdeL@tut.ac.za](mailto:VanDerMeijdeL@tut.ac.za), Building 21-125

***How did it go?***

Name of client: \_\_\_\_\_  
Department: \_\_\_\_\_  
Building: \_\_\_\_\_  
Date: \_\_\_\_\_  
Facility: \_\_\_\_\_

*We are in the business of victory, and learn from your inputs.*

*Please assist us by sharing your honest opinion.*

**ADMINISTRATIVE ARRANGEMENTS:**

- Where did you hear about our facilities? \_\_\_\_\_
- Was your booking /reservation handled efficiently? \_\_\_\_\_
- Was your reservation confirmed? \_\_\_\_\_

**Please tick the appropriate block.**

**Scale:** ☹ - Bad; ☺ - Average; ☻ - Good; ☼ - Excellent

	☹	☺	☻	☼	Remarks
<b>1. Your opinion of the venue</b>					
Was the venue opened on time?					
Was the venue clean?					
How did you experience the toilet					
Temperature control of the venue?					
Was the audiovisual equipment delivered on time?					
<b>2. Your opinion of the booking process</b>					
Were you provided with full particulars of the facility?					
Was the service friendly and efficient?					

**ANY OTHER MATTERS YOU WOULD LIKE TO BRING TO OUR ATTENTION**

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*Thank you for your time to complete the survey*