

5. Did you meet the Caretaker when you hired the venue? **YES / NO**
6. If you responded 'YES' to question 5 above, how would you rate the Caretaker on being helpful and courteous, where **1** represents "poor" and **5** represents "excellent"?
- poor excellent
- 1 2 3 4 5 Don't know / not applicable
-
- Do you have any comments?

GENERAL

- 7a. How would you rate your level of overall satisfaction with hiring the Arkenstall Centre, where **1** represents "extremely dissatisfied" and **5** represents "extremely satisfied"?

extremely dissatisfied extremely satisfied

1 2 3 4 5 Don't know / not applicable

- 7b. Why do you respond to 7a as you did? Was there anything you were specifically satisfied or dissatisfied with? Please enter comments below...

8. What changes do you think we could make to improve the Arkenstall Centre?

9. How likely are you to recommend hiring the Arkenstall Centre to a friend or relative, where **1** represents "not likely at all" and **5** represents "very likely"?

not likely at all very likely

1 2 3 4 5 Don't know / not applicable

10. How likely are you to re-book the Arkenstall Centre for a future event, where **1** represents "not likely at all" and **5** represents "very likely"?

not likely at all very likely

1 2 3 4 5 Don't know / not applicable

Thank you for completing this survey. Your comments are valuable to us and will help to improve the facilities and service we provide. Please return this form to:

The Bookings Secretary, 10 Station Road, Haddenham, Ely, Cambs, CB6 3XD