



Monash University Venues

FEEDBACK EVALUATION FORM

Name of your Organisation/Department/Faculty:

In order to assist us in the evaluation and continuous improvement of our service, your feedback would be greatly appreciated. Please rate your satisfaction with the following aspects of the service, using the rating scale below

	1=Very Poor				5=Average			10=Excellent		
MUV Services	1	2	3	4	5	6	7	8	9	10
General information										
Customer service										
Staff knowledge										
Confirmation letter content										
Satisfaction with result										
Adequate follow up										
University Services	1	2	3	4	5	6	7	8	9	10
Audio visual equipment										
Staff set up										
Cleaning										
Venue access										
Emergency contact										
Catering										

Name of caterer _____

1. Where did you hear about Monash University Venues? (eg, internet, Monash memo, friends/family, yellow pages, venues.com, other.....please specify)
2. When did you hold your event/function at Monash University? (eg, during semester time/break, weekend/evening)
3. Which theatre/room/venue did you use?, and was it appropriate for your booking?
4. How can we provide a better service for you and your organisation?
5. Would you return to Monash for your next event? If yes, why? If not, why not?

We thank you for your time and feedback. Once completed, please forward this form to Monash University Venues, Bldg 30, Clayton Campus, or download it from our website at <http://www.monash.edu.au/muv/> and email to muv@adm.monash.edu.au , alternatively you can fax the form to 9905 4724

Thank you for your co operation.