

Name of Individual/Group: _____

Park / Facility: _____ Date & Time: _____

VILLAGE OF NEWTOWN Parks Rental Satisfaction Survey

We are dedicated to providing the finest services to you. Our primary goal is your satisfaction! Your opinion about our services is very important. Please help us serve you better by answering the following questions:

1. How would you rate our registration process (if applicable):

Excellent Good Satisfactory Needs Improvement

Comments: _____

2. Did the facility meet your expectations?

Excellent Good Satisfactory Needs Improvement

Comments: _____

3. Was the staff courteous, knowledgeable, and responsive?

Excellent Good Satisfactory Needs Improvement

Comments: _____

4. How would you rate the condition of the facility/park and equipment?

Excellent Good Satisfactory Needs Improvement

Comments: _____

5. What did you like most about hosting your event at this venue?

6. Do you have suggestions that might help improve the use of the facility?

7. Overall Customer Satisfaction

Excellent Good Satisfactory Needs Improvement

Comments: _____

8. How did you learn about the park / facility? (Check as many as apply.)

Website Word of mouth Newspaper Other: _____

9. Do you have any other comments about our parks, services, and performance?

Thank you very much for your time!