



Miller Auditorium Rental Satisfaction Evaluation

Miller Auditorium prides itself on providing excellent facilities and services to the community for rental events. Please assist us in our efforts to better serve our rental customers by completing this survey.

Name of Organization: _____ Today's Date: _____
Name of Event: _____ Event Date: _____
Contact Name: _____ Phone: _____

Booking, Contracting & Settlement

- Is this your first event at Miller Auditorium? YES NO
- The process of booking an event at Miller Auditorium is easy and convenient. YES NO
- The terms of the rental contract were clear and concise. YES NO
- The administrative staff of Miller Auditorium was helpful and knowledgeable. YES NO
- The event settlement occurred in a timely and accurate manner. YES NO
- The overall event/rental experience at Miller Auditorium was excellent. YES NO

If you answered NO to any of the above questions, please use the space below to specify your problems or concerns.

Marketing and Ticketing Services

- Did you use our marketing services? YES NO
- Miller Auditorium marketing services are valuable to its rental customers. YES NO
- The marketing services provided by Miller Auditorium were effective and professional. YES NO
- The Miller Auditorium marketing staff was capable, helpful and knowledgeable. YES NO
- Did you use our ticketing services? YES NO
- Miller Auditorium ticketing services is a valuable service to its rental customers. YES NO

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Were there any ticketing concerns on the day of the rental (double or missing tickets, etc)? YES NO

The Miller Auditorium Ticket Office staff was capable, helpful and courteous. YES NO

If you answered NO to any of the above questions, please use the space below to specify your problems or concerns.

Front of House Operations

The Miller Auditorium front of house staff was courteous and knowledgeable. YES NO

All front of house services (coat check, concessions, etc.) were well-run and organized. YES NO

The Miller Auditorium lobby, theatre and other areas were clean and neat the day of the event. YES NO

The temperature of Miller Auditorium was comfortable and seasonally appropriate the day of the event. YES NO

If you answered NO to any of the above questions, please use the space below to specify your problems or concerns.

Technical Support

The technical requirements of the event were in place and fully functional. YES NO

The technical staff of Miller Auditorium was helpful and knowledgeable. YES NO

The technical staff of Miller Auditorium was capable and efficient. YES NO

If you answered NO to any of the above questions, please use the space below to specify your problems or concerns.

Catering

Did you use Western Michigan University catering services for your event? YES NO

The quality of the food was excellent. YES NO

The quantity of food was sufficient. YES NO

The catering staff was helpful and courteous. YES NO

Please use the space below for any additional comments or suggestions that may improve your rental experience at Miller Auditorium.

Thank you for your time and assistance.

