

# Hamel Community Building Customer Satisfaction Survey



1. What factors most influenced your decision to rent the Hamel Community Building? Check all that apply.

- Facility Size
- Availability of tables and chairs with rental
- Pricing
- Location
- Ability to use vendors of your choosing
- Other, explain \_\_\_\_\_

2. How would you rate the price of the facility compared to other similar facilities?

- Low
- Moderately Low
- Average
- Above Average
- High

3. Please rate the following from 1 to 5:

|                            | 1-Very Poor | 2-Poor | 3-Average | 4-Good | 5-Excellent |
|----------------------------|-------------|--------|-----------|--------|-------------|
| Building Availability      |             |        |           |        |             |
| Cleanliness                |             |        |           |        |             |
| Ease of Rental Process     |             |        |           |        |             |
| Services of Rental Manager |             |        |           |        |             |

4. I found the Hamel Community Building to be a great place for my event?

- Agree
  - Disagree
- If disagree, why? \_\_\_\_\_

5. How did you find out about the Hamel Community Building?

- City Newsletter
- City Website
- Driving by
- Resident Referral
- South Crow River Newspaper
- Other, explain \_\_\_\_\_

6. Do you have any suggestions for better advertising the Hamel Community Building?

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7. Have you been to the Hamel Community Building Website?

- Yes
- No

8. If yes, please answer the following:

a. Website provides adequate up-front information

- Yes
- No

b. Visuals online represent the actual facility well

- Yes
- No

c. Website was easy to find and navigate

- Yes
- No

d. What additional information would be useful to you on the website? \_\_\_\_\_

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9. Would you recommend the Hamel Community Building to Others?

Yes; why? \_\_\_\_\_

No; why not? \_\_\_\_\_

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10. Other comments or suggestions? \_\_\_\_\_

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**Please return survey by Mail, Email or Fax to:**

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Attn: Nichole Vogel  
2052 County Road 24  
Medina, MN 55340

**Email:** nichole.vogel@medinamn.gov

**Fax:** 763-473-9359