

Solid Ice Displays**Satisfaction Survey**

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Event Date:	Thursday, May 28, 2009
Event Type:	WIAA Retirement Party
Event Location:	Doubletree Hotel Madison
Event Staff:	Matt Long
Quality of Customer Service via Telephone:	Excellent
Quality of Customer Service via Internet:	Excellent
Quality of Customer Service at Event:	Excellent
Friendliness of your Service Representative:	Excellent
Promptness of your Service Representative:	Excellent
Professionalism of your Service Representative:	Excellent
Ice Display Performance:	Excellent
Ice Display Appearance:	Excellent
Drip Tray Appearance:	N/A
Drip Tray Quality:	N/A
Overall Customer Service:	Excellent
Cooperation with Other Vendors:	Excellent
Overall Performance Rating:	Excellent
Is there anything specific that can be improved upon?	None! Everything was perfect.
Additional comments or suggestions?	Great job!
Would you recommend this service to others?	Yes
May your comments be shared with others?	Yes
May your name be added to a list of references?	Yes
Name:	Double Tree Hotel - Emily
Email:	Emily.Ruden <at> hilton.com
Phone:	emily.ruden@hilton.com

Cl

Survey Submitted on Monday, June 22, 2009