

## Solid Ice Displays

### Satisfaction Survey

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**Event Date:** Thursday, July 30, 2009  
**Event Type:** Ice carving demo  
**Event Location:** Middleton Library  
**Event Staff:**

**Quality of Customer Service via Telephone:** N/A  
**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:** Excellent  
**Drip Tray Quality:** Good  
**Overall Customer Service:** Excellent  
**Cooperation with Other Vendors:** N/A  
**Overall Performance Rating:** Excellent

**Is there anything specific that can be improved upon?**

**Additional comments or suggestions?**

Sculpture was beautiful & the crowd really loved watching. Performer was very personable and easy for crowd to talk to. Great program!

**Would you recommend this service to others?**  
**May your comments be shared with others?**  
**May your name be added to a list of references?**

Yes  
Yes  
Yes

**Name:** Rebecca Van Dan - Middleton Public Library  
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Survey Submitted on Friday, July 31, 2009