



# PRESCOT TOWN COUNCIL

Prescot Town Hall, 1 Warrington Road, Prescot,  
Merseyside, L34 5QX  
Telephone: 0151-426-3933  
email: enquiries@prescot-tc.gov.uk

## Customer Satisfaction Survey

Name of hirer: Caroline Menshall Date of Booking: 18/11/17

### Initial Booking

How did you hear about us? (Facebook/Town Council website/ Choose your venue website/ word of mouth)

Which method did you use to make your booking? (In Person, Telephone or Email)

Were the staff helpful and polite?

Excellent

Did the staff explain fully about the facilities available?

yes

### Function or Room Hire

Did the exterior of the building meet your expectations? i.e. Sign Posted and easy to access

yes

Were you greeted upon your arrival?

yes

What were your first impressions of the Town Hall?

Excellent

Did you find the building clean and presentable?

Definitely



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Did the caretaker go through the pre-function checklist upon arrival and departure? <i>yes. excellent</i>
Was the staff/caretaker helpful and polite? <i>yes. excellent.</i>
Would you recommend this facility to others? <i>yes.</i>
Would you hire a room at Prescot Town Hall again? If not why <i>yes.</i>
Is there anything we could improve? Please state if any <i>Nothing</i>