



Event Evaluation

At the Irving Convention and Visitors Bureau, we work very hard to provide excellent customer service, so your feedback is very important to us!

A) [2173] DEMOGRAPHICS

- | | |
|---------------------------------|---------------------|
| 1. [19239] Group Name | [Personalized Data] |
| 2. [19240] Meeting Planner Name | [Personalized Data] |
| 3. [19241] Meeting/Event | [Personalized Data] |
| 4. [19242] Meeting/Event Date | [Personalized Data] |
| 5. [19243] Market Segment | [Personalized Data] |

B) [2174] IRVING AS A DESTINATION

1. [19244] Which of these items were important factors when you selected Irving for your meeting destination? *(select all that apply)*
 - Centrally Located (US)
 - CVB Relationship
 - DFW as a Location
 - DFW Intl. Airport
 - Hotel/Venue
 - Hotel Relationship
 - ICC Relationship
 - Price
 - Venue Availability

2. [19245] What could make Irving an even better destination in the future? *(select all that apply)*
 - Restaurants
 - Attractions
 - Entertainment
 - Shopping
 - Special Event Venues
 - Better Signage: Directional
 - Better Signage: Event Specific
 - Other

3. [19246] If you selected Other, please let us know what else could make Irving an even better destination in the

- Print Media
- Social Media
- Other

3. [19259] If you selected Other, please let us know how you learned about Irving CVB.

4. [19260] Irving CVB provided: *(select all that apply)*

- Sales: Lead Service (Sales inquiry)
- Sales: Site Inspection Assistance
- Services: Vendor/Resource/Referrals
- Services: Registration/Staffing Assistance
- Services: Custom Name Badges/Lanyards
- Services: Official Mayoral Welcome/Proclamation
- Services: Promotional Brochures
- Services: Marketing/Public Relations Support
- Uncertain
- Other

5. [19261] If you selected Other, please let us know what else Irving CVB provided.

6. [19262] Rate our COVID-19 website resources.

7. [19263] Rate our COVID-19 protocol communications as it related to your attendees' arrival plans.

Excellent	Very Good	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. [19264] **Irving CVB Sales Manager**

- [Personalized Data]* Cheryl Hopkins
- [Personalized Data]* Debbie Roberts
- [Personalized Data]* Katherine DiPietro
- [Personalized Data]* Kelly Roche, CGMP
- [Personalized Data]* Lori Fojtasek
- [Personalized Data]* Lori Mansell
- [Personalized Data]* N/A **[branch 19267]**

Excellent	Very Good	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. [19265] Please rate your Irving CVB Sales Manager on being Professional, Responsive, and Knowledgeable.

10. [19266] Comments on your Irving ICVB Sales Manager:

11. [19267] **Irving CVB Customer Services Manager**

- [Personalized Data]* Kathy Levine
- [Personalized Data]* Wendy Foster, CMP
- [Personalized Data]* N/A **[branch 19272]**

Excellent	Very Good	Good	Fair	Poor
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12. [19268] Please rate your Irving CVB Customer Services Manager on being Professional, Responsive, and Knowledgeable.

13. [19269] Comments on your Irving CVB Customer Services Manager:

Yes No

14. [19270] Did you utilize our Registration/Staffing Assistance? * [branch 19272]

Excellent Very Good Good Fair Poor

15. [19271] Please rate the Registration/Staffing Assistance on being Professional, Responsive, and Knowledgeable.

Excellent Very Good Good Fair Poor

16. [19272] How was your overall Irving CVB experience? *

17. [19273] Comments on your Overall Irving CVB Services:

D) [2176] IRVING CONVENTION CENTER

Yes No

1. [19274] Did you utilize the Irving Convention Center? * [branch 19331]

E) [2177] OVERALL OPERATIONS OF IRVING CONVENTION CENTER FACILITY

[19275] Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	N/A
1. [19276] Cleanliness of Facility (Housekeeping Service-sanitation, disinfection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. [19277] Condition or Upkeep of Facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. [19278] Condition of Meeting-Banquet Equipment (Tables, Chairs, Linens)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. [19279] Event Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. [19280] Courtesy of Convention Center staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. [19281] Knowledge and Promptness of Center staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. [19282] Levels of event staffing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. [19283] Promptness and Accuracy of Room Sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. [19284] Parking Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. [19285] Loading Dock Area (Logistics of load in-out, Cleanliness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. [19286] Irving Police Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. [19287] Irving Fire Department/Fire Marshall/EMT Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. [19288] Comments:						

Assistance? *

	Excellent	Very Good	Good	Fair	Poor
12. [19571] Please rate the Registration/Staffing Assistance on being Professional, Responsive, and Knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G) [2179] IRVING CONVENTION CENTER FOOD & BEVERAGE SERVICES

	Yes	No
1. [19296] <u>Did you use Food & Beverage Services? *</u>	<input type="radio"/>	<input type="radio"/> [branch 19303]

[19297] **Please rate the following:**

	Excellent	Very Good	Good	Fair	Poor
2. [19298] Food and Beverage menu and services due to COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. [19299] Quality of Food and Beverage choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. [19300] Courtesy and Promptness of Banquet Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. [19301] Overall Food & Beverage Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. [19302] Comments on your Food & Beverage Experience:	<input type="text"/>				

H) [2180] IRVING CONVENTION CENTER CONCESSION STANDS/KIOSKS

	Yes	No
1. [19303] <u>Did you use the Concession Stands/Kiosks? *</u>	<input type="radio"/>	<input type="radio"/> [branch 19311]

[19304] **Please rate the following:**

	Excellent	Very Good	Good	Fair	Poor
2. [19305] Variety of Menu Offerings for Concession Stands/Kiosks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. [19306] Quality of Menu Offerings for Concession Stands/Kiosks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. [19307] Cleanliness and disinfection of Concession Stands/Kiosks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. [19308] Courtesy and Promptness of Concessions Personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. [19309] Overall Concession Stands/Kiosk Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. [19310] Comments on your Concession Stands/Kiosks Experience:	<input type="text"/>				

I) [2181] IRVING CONVENTION CENTER AUDIO VISUAL/ PRODUCTION SERVICES

	Yes	No
1. [19311] Did you utilize a virtual/streaming option for your event?	<input type="radio"/>	<input type="radio"/>
2. [19312] <u>Did you utilize audio-visual/production services? *</u>	<input type="radio"/>	<input type="radio"/> [branch 19318]
	Irving	J&S Audio Visual
	Encore	Utilized Own

	Convention Center	(Freeman) AV	Provider
3. [19313] Who provided your audio-visual/production services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Excellent	Very Good	Good
		Fair	Poor
4. [19314] Quality of audio-visual services/production provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. [19315] Quality of audio-visual equipment provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. [19316] Timeliness of services requested?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. [19317] Comments:	<input type="text"/>		

J) [2182] IRVING CONVENTION CENTER INTERNET SERVICES

	Yes	No
1. [19318] <u>Did you utilize our in-house internet services for your event?</u> *	<input type="radio"/>	<input type="radio"/> [branch 19324]

[19319] **Please rate the following:**

	Excellent	Very Good	Good	Fair	Poor
2. [19320] The speed and connectivity of the internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. [19321] The ease of signing on to the internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. [19322] The quality of services provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. [19323] Comments:	<input type="text"/>				

K) [2183] IRVING CONTRACTOR/DECORATOR SERVICES

1. [19324] Did you utilize an outside service Contractor/Decorator? *

Yes

No, but used an Irving CVB Contractor/Decorator [branch 19342]

Didn't use a Contractor/Decorator [branch 19342]

2. [19325] Who did you utilize?

	Excellent	Very Good	Good	Fair	Poor
3. [19326] Please rate your Contractor/Decorator on being Professional, Responsive, and Knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. [19327] Comments on your Contractor/Decorator:	<input type="text"/>				

L) [2184] IRVING CONVENTION CENTER EXPERIENCE

[19342] **Please rate the following about the ICC:**

Excellent	Very Good	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 1. [19328] Adhered to all COVID-19 required safety and health protocols.
- 2. [19329] **How was your overall Irving Convention Center Experience? ***
- 3. [19330] Comments:

M) [2185] IRVING HOTELS

- | | Yes | No |
|--|---|--------------------------------------|
| 1. [19331] <u>Did you utilize an Irving Hotel? *</u> | <input type="radio"/> | <input type="radio"/> [branch 19341] |
| 2. [19332] <u>Host Hotel (select one). *</u> | <input type="radio"/> Dallas Marriott Hotel-Las Colinas [branch 19334]
<input type="radio"/> DFW Airport Marriott [branch 19334]
<input type="radio"/> Doubletree by Hilton DFW Airport North [branch 19334]
<input type="radio"/> Embassy Suites DFW Airport South [branch 19334]
<input type="radio"/> Four Seasons Resort and Club [branch 19334]
<input type="radio"/> Hilton Garden Inn-DFW Airport South [branch 19334]
<input type="radio"/> Hilton Garden Inn-Las Colinas [branch 19334]
<input type="radio"/> Holiday Inn Express Hotel & Suites Irving CC [branch 19334]
<input type="radio"/> Holiday Inn Express Hotel & Suites Las Colinas [branch 19334]
<input type="radio"/> NYLO Dallas - Las Colinas [branch 19334]
<input type="radio"/> Omni Las Colinas Hotel [branch 19334]
<input type="radio"/> Sheraton DFW Airport Hotel [branch 19334]
<input type="radio"/> Texican Court [branch 19334]
<input type="radio"/> Westin Convention Center Hotel [branch 19334]
<input type="radio"/> Westin DFW Airport [branch 19334]
<input type="radio"/> Other | |
| 3. [19333] If you chose Other, please type in the name of the Host Hotel you used. * | | |

[19334] **Please rate your Host Hotel on the following:**

- | | Excellent | Very Good | Good | Fair | Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 4. [19335] Adhered to all COVID-19 required safety and health protocols. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. [19336] The hotel's sales inquiry response time. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. [19337] The price/value of your room rate for the property. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. [19338] The condition or upkeep of the hotel. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. [19339] How was your overall hotel experience? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. [19340] Comments on your overall hotel experience: | | | | | |

Yes

No

10. [19573] Did you utilize an additional Irving Hotel? *

11. [19574] Please select the additional Irving Hotel utilized (select one) *

- [branch 19341]
- Dallas Marriott Hotel-Las Colinas [branch 19576]
 - DFW Airport Marriott [branch 19576]
 - Doubletree by Hilton DFW Airport North [branch 19576]
 - Embassy Suites DFW Airport South [branch 19576]
 - Four Seasons Resort and Club [branch 19576]
 - Hilton Garden Inn-DFW Airport South [branch 19576]
 - Hilton Garden Inn-Las Colinas [branch 19576]
 - Holiday Inn Express Hotel & Suites Irving CC [branch 19576]
 - Holiday Inn Express Hotel & Suites Las Colinas [branch 19576]
 - NYLO Dallas - Las Colinas [branch 19576]
 - Omni Las Colinas Hotel [branch 19576]
 - Sheraton DFW Airport Hotel [branch 19576]
 - Texican Court [branch 19576]
 - Westin Convention Center Hotel [branch 19576]
 - Westin DFW Airport [branch 19576]
 - Other

12. [19575] If you chose Other, please type in the name of the additional Irving Hotel you used. *

[19576] Please rate this additional Irving Hotel on the following:

	Excellent	Very Good	Good	Fair	Poor
13. [19577] Adhered to all COVID-19 required safety and health protocols.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. [19578] The hotel's sales inquiry response time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. [19579] The price/value of your room rate for the property.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. [19580] The condition or upkeep of the hotel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. [19581] How was your overall hotel experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. [19582] Comments on your overall hotel experience:

Yes

No

19. [19583] Did you utilize an additional Irving Hotel? *

20. [19584] Please select the additional Irving Hotel utilized (select one) *

- [branch 19341]
- Dallas Marriott Hotel-Las Colinas [branch 19586]
 - DFW Airport Marriott [branch 19586]
 - Doubletree by Hilton DFW Airport North [branch 19586]
 - Embassy Suites DFW Airport South [branch 19586]
 - Four Seasons Resort and Club [branch 19586]
 - Hilton Garden Inn-DFW Airport South [branch 19586]

- Hilton Garden Inn-Las Colinas [branch 19586]
- Holiday Inn Express Hotel & Suites Irving CC [branch 19586]
- Holiday Inn Express Hotel & Suites Las Colinas [branch 19586]
- NYLO Dallas - Las Colinas [branch 19586]
- Omni Las Colinas Hotel [branch 19586]
- Sheraton DFW Airport Hotel [branch 19586]
- Texican Court [branch 19586]
- Westin Convention Center Hotel [branch 19586]
- Westin DFW Airport [branch 19586]
- Other

21. [19585] If you chose Other, please type in the name of the additional Irving Hotel you used. *

[19586] **Please rate this additional Irving Hotel on the following:**

	Excellent	Very Good	Good	Fair	Poor
22. [19587] Adhered to all COVID-19 required safety and health protocols.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. [19588] The hotel's sales inquiry response time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. [19589] The price/value of your room rate for the property.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. [19590] The condition or upkeep of the hotel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. [19591] How was your overall hotel experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. [19592] Comments on your overall hotel experience:	<input style="width: 100%; height: 50px;" type="text"/>				

28. [19593] List any additional Irving Hotels you utilized.

N) [2186] HOW LIKELY ARE YOU TO RECOMMEND

1. [19341] Based upon your experience, how likely are you to recommend **Irving CVB** to a friend or colleague using a scale of 10 to 0 (10 = Very likely to refer, 0 = Not at all likely to refer)

(start closing section - shown after survey is submitted)

We know your time is valuable, and we appreciate your willingness to provide candid feedback. We look forward to hosting another meeting or event for you, and in the meantime, we encourage you to visit our website: www.irvingtexas.com to keep up-to-date on the latest news about Irving.



(end closing section)

** indicates required information*

Done

Survey Services provided by:



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For problems, questions, or comments, contact
support@eautofeedback.com