



**CLIENT FEEDBACK**

In order to improve our services, we value your feedback. Please take a few minutes to fill out this form and tell us where we can improve. Thank you for choosing to use our facility.

Client Name: \_\_\_\_\_ Contact \_\_\_\_\_

Type of Event: \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**How did you find out about having an event at Nairobi National Museum?**

Internet \_\_\_      Advertisement \_\_\_      Other \_\_\_\_\_  
 Referral \_\_\_      Caterer \_\_\_\_\_      Please indicate referral \_\_\_\_\_

**Booking process**

Were you provided with the information you needed during reservations in a timely manner? \_\_\_\_  
 Were our policy, rates and procedures made clear? \_\_\_\_

**During your event**

Please indicate the condition of the following:	Excellent	Good	Poor	Comments
Cleanliness of venue				
Cleanliness of the toilets				
Promptness of staff to answer enquiries				
Availability of supervisor				
Staff courtesy				
Professionalism				
Security				
Parking				
Overall ambience				

**Overall Satisfaction**

What would you consider your best experience with us? \_\_\_\_\_  
 \_\_\_\_\_

Additional Suggestions/Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Thank you for taking the time to give us your comments. Please hand this over to your events supervisor or send your comments to: [publicrelations@museums.or.ke](mailto:publicrelations@museums.or.ke). Thank you for your business. We look forward to hosting you again.*