

# Best Function Space

## Online Presence

- Was the information on the venue's website enticing? \*  
*Did you feel motivated to attend?*
- Was the information on the venue's website informative? \*  
*E.g. showcasing different function rooms throughout the venue*
- Was the information on the venue's website up to date? \*
- Was the functions and event pack available on the website? \*

## Booking

*Please try to book a site visit over the phone. When calling to make a booking, please call during non-service hours i.e. not between noon and 2 p.m. and before 5 p.m. If you cannot book over the phone, please book online*

- Were you able to make a booking over the phone or online? \*
- When you called to make a booking, did the person answering the phone mention the name of the venue and introduce themselves? \*
- Was the staff member friendly and polite? \*
- Did the staff member repeat the time of the site visit back to you? \*
- Did the staff member ask you specific details about your event? \*  
*E.g. date of event, time, estimated attendance, type of event (birthday, wedding)*
- When requesting a site visit online, was the enquiry process user-friendly? \*  
*Could you easily locate the book now button (or something similar)?*
- Could you locate information about the venue easily e.g. menu and opening hours? \*
- When requesting a site visit was there a section where you could add details for your event e.g. special occasion, pax, style of event, date and time? \*
- Did a staff member respond to your online enquiry in a timely manner? \*
- Was the staff member who responded to your online enquiry informative? \*
- Was the staff member friendly and polite? \*

# First Impression

- Was it easy for you to find where to go to meet with function sales?\*
- Was there signage directing you where to go?\*
- Was the area where you met the function salesperson clean and tidy?\*
- Were staff members easily identifiable?\*
- Were all staff members well presented and neatly groomed?\*
- Were you acknowledged within one minute of arriving at where you were told to go?\*
- Did the person who greeted you smile and ask you engaging questions?\*
- Did the person who greeted you make eye contact?\*
- Did the staff member ask questions about your specific function?\*
- Did the staff member make you feel comfortable?\*
- Did the staff member take a genuine interest in you and your function?\*
- Did the staff member ask about your goals / desires for your function?\*
- Did the staff member capture your personal details?\*
- Did the staff member make notes / record your answers as you spoke?\*
- Was the interior of the event venue tidy?\*
- Were the floors inside the venue clean?\*
- Was the décor in line with the style of the venue?\*
- Was furniture in the venue in good repair with no obvious maintenance issues? If you did find maintenance issues, please upload a photo.\*
- Did you notice any safety hazards at the venue? If so, please upload a photo\*
- Was the venue accessible?\*  
E.g. wheelchair access, lift.
- Did you notice poor acoustics while in the venue?\*  
E.g. did the sound at the venue echo, making it hard to hear while you were there?

# Tour

- Did the staff member take you to the function space that best suited your needs first?\*
- Did the staff member tell you about the benefits of the space in relation to your specific function?\*
- Was the staff member passionate throughout the tour and whilst they showed you around the function space?\*
- Did the staff member ask you questions such as "Can you see how this would work for your function?"\*

- When the staff member showed you around, did they point out these areas:\*

	Yes	No
i Break out areas		
ii Bathrooms		
iii Outdoor areas		
iv AV system (speakers, microphones, screens)		

- Was the function space that you were shown clean?\*
- Was the function space that you were shown tidy?\*
- If you saw any other staff members, did they appear friendly and happy?\*

## Closing

- Once the functions space tour was over, were you taken to a seated area to discuss prices?\*
- Did the staff member recap how their function space could be great for your function?\*
- Did the staff member re-state the goals / desires of your function?\*
- Did the staff member use a pre-printed price presentation to run you through the options?\*
- Were the prices clearly explained (including all-inclusive options, pay by consumption, etc.)?\*
- Did the staff member ask you to make a booking/close the sale?\*
- Refuse to make a booking and give them a reason e.g. "I want to look over my budget", "I need to speak to my partner", "I want to think this through" etc.
- Did the staff member attempt to overcome your objection to not making a booking today?\*
- Did the staff member ask if they could arrange a time to call you to follow up?\*
- Were you given a warm farewell?\*
- Would you have been likely to say yes to booking a function here if this were a real scenario?\*
- Did the function space feel warm and inviting?\*

# Follow Up

- Did you receive a follow up call on the agreed day and time?\*
- Was the staff member polite and friendly?\*
- Did the staff member ask if you'd had a chance to \*insert objection why you didn't book on the day you came in\*?\*
- Did the staff member show empathy when you said you still were not ready to make the booking?\*
- Did the staff member set a course for further follow-up after you declined to book?\*
- Did the staff member still end on a positive note despite you not booking?\*
- If not, what did they do?