



CITY OF SAN JUAN CAPISTRANO COMMUNITY SERVICES DEPARTMENT BUILDINGS AND PARK RENTAL SURVEY

Name Building/Park Name Date of Rental

Type of Event?

Wedding/Banquet Business/Seminar Family Event Class: _____ Other: _____

How did you hear about the City Buildings/Parks rentals?

Internet Search/Website Publication _____ Employee _____ Other: _____

Prior to your event:

Yes No

When you first contacted the City, was staff friendly and courteous? If Not, Please Explain _____

Did staff answer your question(s) to the best of their abilities? If Not, Please Explain _____

Were the rental instructions/contract easy to understand? If Not, Please Explain _____

Day of Event:

Was the building/park Set-up as requested? Yes No N/A
If Not, Please Explain _____

Was the building/park clean and in good repair? Yes No N/A
If Not, Please Explain _____

Was everything in working order? Yes No N/A
If Not, Please Explain _____

Were the restrooms clean and stocked? Yes No N/A
If Not, Please Explain _____

If used, was the kitchen clean and in good condition? Yes No N/A
If Not, Please Explain _____

Was a staff member present the day of the event? Yes No N/A
If Not, Please Explain _____

Did you have any issues or problems during the event? Yes No N/A
If Yes, Please Explain _____

If so, was the issue resolved in a timely and professional manner? Yes No N/A
If Not, Please Explain _____

After Event:

Would you rent another of the City's buildings/parks in the future? Yes No
If Not, Please Explain _____

Would you recommend the City's buildings/parks to your friends and family? Yes No
If Not, Please Explain _____

Do you feel the cost of renting the City's buildings/parks is a good value? Yes No
If Not, Please Explain _____

Did the building/park lack any amenity that would have improved the event? Yes No
If Yes, Please Explain _____

Please mail or drop off the survey to the address below.

Return Address: 25925 Camino del Avion, San Juan Capistrano, CA 92675

Thank you for taking the time to complete this survey. Your input helps us to better serve the community.