

# SURVEY

## DEPARTMENT OF CONFERENCES AND MEETINGS MANAGEMENT (DCMM)

The purpose of this survey is to elicit your opinion regarding the extent of the assistance that you receive from the DCMM and to help you receive better service in terms of meeting GS/OAS needs and providing logistical support for your meeting(s). Please complete this survey and return it to [DCMMANNOUNCEMENTS@oas.org](mailto:DCMMANNOUNCEMENTS@oas.org) in the DCMM.

	YES	NO	N/A	
<b>Reservation and Request for Conference Services</b>				
Do you use OASCAL to reserve the conference rooms?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Do you reserve conference rooms via e-mail?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Do you reserve conference rooms via telephone?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Do you reserve rooms by contacting a member of the DCMM directly?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Were you assigned your conference specialist with enough time for you to plan your meeting/conference?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
<b>Planning of the Meeting/Conference</b>				
Does your conference specialist contact you well enough in advance for you to plan your meeting/conference?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Before your meeting/conference do you receive all the information and answers you need from the conference specialist assigned to it?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Does DCMM have the technology and/or equipment required for your meetings/conferences?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Was the meeting organized and were the resources made available as promptly as you wanted?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Did you receive information regarding the cost of services and the budget available in good time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
<b>During the Meeting/Conference</b>				
Was/were the room(s) set up/arranged as you wanted?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Was the room you used for your event clean and tidy?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Were technical staffs present during the meeting/conference to provide the required technical support?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Was the room assistant available at all times?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Did the conference specialist lend the necessary support during the event?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Did the equipment function, and were materials available on time, as required by the meeting and as you had requested?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Were interpretation and translation services provided satisfactorily and in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Were documents printed on time and available in the room/at the conference as required?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
<b>After the Meeting/Conference</b>				
Is the process of charging for services completed in good time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
<b>Overall Satisfaction with Services</b>	<b>EXCELLENT</b>	<b>GOOD</b>	<b>REGULAR</b>	<b>POOR</b>
In general, how would you rate the quality of the support and services you receive from DCMM?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Further Comments:</b>				