City of Gaithersburg Department of Parks, Recreation and Culture

Gaithersburg
A CHARACTER COUNTS! CITY

Activity Center at Bohrer Park
Customer Survey

On behalf of the City of Gaithersburg Department of Parks, Recreation and Culture, I want to thank you for choosing our facility for your event or function. Our goal is to present the finest customer service to our community. Please take a moment to complete the following survey to help us evaluate our services so we may provide the best possible facility and customer satisfaction.

Contact Information:

Gardner Torrence	Phone:	(301) 258-6350 x135
Community Facility Manager	Fax:	(301) 948-8364
506 South Frederick Avenue	Email:	gtorrence@gaithersburgmd.gov
Gaithersburg, MD 20877		

1. When did you use a room or gym at our facility?

____Spring (March, April, May)
____Summer (June, July, August)
____ Fall (September, October, November)
____Winter (December, January, February)

2. The rental experience at the Activity Center met my expectations.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

3. The reservation and facility staff was courteous and professional.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

4. I would rent a room or gymnasium at the Activity Center again or recommend your facility to others.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

5. The facility was easy to find.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

6. The facility was appropriately arranged, clean, and desirable.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

7. The rental rate was reasonably priced.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

8. The rental reservation process was convenient.

strongly agree				strongly disagree
1	2	3	4	5
☐	☐	☐	☐	☐

9. Have you ever used our facility before?

Yes ☐ No ☐

10. Was the equipment (i.e. tables, chairs etc.) provided suitable?

Yes ☐ No ☐

If no, please explain.

11. How did you hear about our Facility?

12. What type of event/function did you host at the Activity Center?

13. Do you have any suggestions that may improve the rental experience?

Optional

Name: _____

Address: _____

_____

Phone: _____

Email: _____