

#209

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 18, 2019 4:33:25 PM
Last Modified: Thursday, April 18, 2019 4:37:29 PM
Time Spent: 00:04:04
IP Address: 8.41.93.10

Page 1: La Crosse Center Survey

Q1 Group name

Name	Steve Bissen
Group Name	FIRST Robotics - Seven Rivers Regional
Date of Event	April 3-6
Estimated Attendance	4,000
Email Address	stevebissen@gmail.com
Phone Number	507.450.2766

Q2 Food Services

Quality of Food for Meals & Breaks	Excellent
Quantity of Food for Meals & Breaks	Excellent
Quality of Service for Meals & Breaks	Excellent
Organization of Meals & Breaks	Excellent
Beverage Quality	Excellent
Beverage Service	Excellent

Q3 Facility Cleanliness

Lobby(s)	Excellent
Meeting Areas	Excellent
Hallways	Excellent
Restrooms	Excellent

Q4 Technical Services

Room Setup/Layout	Excellent
Room Functionality for Event	Excellent
Additional Equipment Accessibility	Excellent
Room Climate (i.e. temperature)	Very Good

Q5 Guest Services

ADA Accessibility	Excellent
Business Services (copier, fax, etc.)	Excellent
Wireless Internet Stability	Excellent

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center?

Working on dates for 2020 & 2021

Q7 Areas of service that you thought most impressive:

Super quick responsiveness to all requests.

Q8 Area(s) of service that you feel need to be addressed and improved:

Just need a better plan for temp control when filling the north hall with several hundred people. (Drop the temp low early)

Q9 Overall impression and general comments:

Kris, Jeff and the whole team are just super to work with. Anything we ask for is handled with a smile and very quickly. We love working with the La Crosse Center and plan to continue for many years.

#210

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 19, 2019 6:37:00 AM
Last Modified: Friday, April 19, 2019 6:47:26 AM
Time Spent: 00:10:26
IP Address: 184.97.31.195

Page 1: La Crosse Center Survey

Q1 Group name

Name	Bill Henry
Group Name	North Country Enterprises
Date of Event	Mid January
Estimated Attendance	8k
Email Address	nceinfo.4632@gmail.com
Phone Number	715-289-4632

Q2 Food Services

Quality of Food for Meals & Breaks	Fair
Quantity of Food for Meals & Breaks	Fair
Quality of Service for Meals & Breaks	Good
Organization of Meals & Breaks	Good
Beverage Quality	Fair
Beverage Service	Good

Q3 Facility Cleanliness

Lobby(s)	Good
Meeting Areas	Good
Hallways	Good
Restrooms	Good

La Crosse Center Feedback

Q4 Technical Services

Room Setup/Layout	Good
Room Functionality for Event	Good
Additional Equipment Accessibility	Very Good
Room Climate (i.e. temperature)	Good

Q5 Guest Services

ADA Accessibility	Fair
Business Services (copier, fax, etc.)	Fair
Wireless Internet Stability	Good

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center?

None at this time

Q7 Areas of service that you thought most impressive: Respondent skipped this question

Q8 Area(s) of service that you feel need to be addressed and improved:

Parking and the booth pricing way to high. Can't increase the price every year. Last year our exhibitors went way down about 30 vendors. We believe it is due to parking & that we need to increase the booth price because of the increase of the facilities cost.

Q9 Overall impression and general comments:

Nice place to hold event. Kris & Art do a excellent job filling your needs making sure the show goes smooth.

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COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 24, 2019 3:15:12 PM
Last Modified: Wednesday, April 24, 2019 3:28:05 PM
Time Spent: 00:12:52
IP Address: 63.85.68.190

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Q1 Group name

Name	Michelle Jerome
Group Name	Reinhart Foodservice La Crosse
Date of Event	April 13-15, 2019
Estimated Attendance	1000
Email Address	mljerome@rfsdelivers.com
Phone Number	6087939227

Q2 Food Services

Quality of Food for Meals & Breaks	Excellent
Quantity of Food for Meals & Breaks	Excellent
Quality of Service for Meals & Breaks	Excellent
Organization of Meals & Breaks	Excellent
Beverage Quality	Excellent
Beverage Service	Excellent

Q3 Facility Cleanliness

Lobby(s)	Excellent
Meeting Areas	Excellent
Hallways	Excellent
Restrooms	Very Good

Q4 Technical Services

Room Setup/Layout	Excellent
Room Functionality for Event	Excellent
Additional Equipment Accessibility	Excellent
Room Climate (i.e. temperature)	Excellent

Q5 Guest Services

ADA Accessibility	Excellent
Business Services (copier, fax, etc.)	Excellent
Wireless Internet Stability	Excellent

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center?

We have turned these in.

Q7 Areas of service that you thought most impressive:

The La Crosse Center staff was extremely helpful, per usual! We love working with the team!

Q8 Area(s) of service that you feel need to be addressed and improved: Respondent skipped this question

Q9 Overall impression and general comments:

Thank you for all you do!

#212

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 03, 2019 8:11:07 AM
Last Modified: Friday, May 03, 2019 8:18:16 AM
Time Spent: 00:07:09
IP Address: 71.13.5.130

Page 1: La Crosse Center Survey

Q1 Group name

Name	Amy Reiter
Group Name	WPTA
Date of Event	4/25-4/26/19
Estimated Attendance	300
Email Address	amy.reiter@wpta.org
Phone Number	608-221-9191

Q2 Food Services

Quality of Food for Meals & Breaks	Good
Quantity of Food for Meals & Breaks	Very Good
Quality of Service for Meals & Breaks	Excellent
Organization of Meals & Breaks	Good
Beverage Quality	Good
Beverage Service	Very Good

Q3 Facility Cleanliness

Lobby(s)	Very Good
Meeting Areas	Very Good
Hallways	Very Good
Restrooms	Very Good

Q4 Technical Services

Room Setup/Layout	Very Good
Room Functionality for Event	Good
Additional Equipment Accessibility	Excellent
Room Climate (i.e. temperature)	Fair

Q5 Guest Services

ADA Accessibility	Very Good
Business Services (copier, fax, etc.)	Very Good
Wireless Internet Stability	Very Good

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center? Respondent skipped this question

Q7 Areas of service that you thought most impressive:

Kris Salzwedel and the La Crosse catering folks were great! Kris was always available if I needed a change or needed something last minute. Catering staff were all very friendly, efficient and willing to adapt to changes as well. Load-in was the smoothest I've experienced, with Kris telling me where to park, grabbing a flatbed cart for me, showing me where I could unload my items and providing me with a key to access the secure room.

Q8 Area(s) of service that you feel need to be addressed and improved:

A few times towards the end of Friday I would radio for something and I'd be told it would be taken care of but then no one would show up. I believe staff were busy with a large concert, so my tear down didn't go as well as my load in.

Q9 Overall impression and general comments:

Staff were great to work with and the upstairs ballroom area was great. Lower level halls obviously not the best for continuing education courses. Initial feedback from attendees was positive, but there were comments about extreme temperature differences, uncomfortable chairs, loud noises (some you can't control, I know) and issues with the microphones. We would come back if there were a way to have the courses in a more professional environment -- carpeting, linens on the classroom tables, more comfortable chairs, etc. A huge thank you to all the staff, especially Kris, for helping to make this conference a success!

#213

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 03, 2019 8:39:19 AM
Last Modified: Friday, May 03, 2019 8:44:58 AM
Time Spent: 00:05:39
IP Address: 165.128.49.166

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Q1 Group name

Name	Western Technical College
Group Name	Graduation
Date of Event	4/20-19
Estimated Attendance	3,500
Email Address	lemonj@westerntc.edu
Phone Number	608-785-9890

Q2 Food Services

Respondent skipped this question

Q3 Facility Cleanliness

Lobby(s)	Very Good
Meeting Areas	Very Good
Hallways	Very Good
Restrooms	Very Good

Q4 Technical Services

Room Setup/Layout	Very Good
Room Functionality for Event	Very Good
Additional Equipment Accessibility	Very Good
Room Climate (i.e. temperature)	Very Good

Q5 Guest Services

ADA Accessibility	Very Good
Wireless Internet Stability	Very Good

La Crosse Center Feedback

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center?

This annual event

Q7 Areas of service that you thought most impressive:

The staff was wonderful this year. Very accommodating and friendly.

Q8 Area(s) of service that you feel need to be addressed and improved:

I'm looking forward to the remodeling as the facilities are very worn and dated. The round tables are in very rough condition. We had to have them covered at the last minute because we couldn't leave them as they were.

Q9 Overall impression and general comments:

I was very happy with the staff. I cannot say enough how much I enjoyed working the Kris and Jeff the day of the event. They took care of everything!

#214

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, May 06, 2019 8:36:47 AM
Last Modified: Monday, May 06, 2019 8:49:48 AM
Time Spent: 00:13:01
IP Address: 66.191.100.226

Page 1: La Crosse Center Survey

Q1 Group name

Name	Ryan
Group Name	Stansfield
Date of Event	2/14/19 - 2/17/19
Estimated Attendance	1375
Email Address	rsemlar@stansfieldvending.com
Phone Number	6087827181

Q2 Food Services

Quality of Food for Meals & Breaks	Very Good
Quantity of Food for Meals & Breaks	Good
Quality of Service for Meals & Breaks	Very Good
Organization of Meals & Breaks	Good
Beverage Quality	Very Good
Beverage Service	Very Good

Q3 Facility Cleanliness

Lobby(s)	Very Good
Meeting Areas	Very Good
Hallways	Very Good
Restrooms	Good

Q4 Technical Services

Room Setup/Layout	Very Good
Room Functionality for Event	Very Good
Additional Equipment Accessibility	Very Good
Room Climate (i.e. temperature)	Very Good

Q5 Guest Services

ADA Accessibility	Very Good
Business Services (copier, fax, etc.)	Very Good
Wireless Internet Stability	Very Good

Q6 Are there any future dates that you would consider hosting an event at the La Crosse Center?

Typically two events per year.

Q7 Areas of service that you thought most impressive:

Staff was attentive and able to help us when we contacted them for things, which we appreciate.

Q8 Area(s) of service that you feel need to be addressed and improved:

Would like to be able to provide or have an ATM be available inside the room near the bar. If that is not an option, possibly discuss what it would take to eliminate tokens and go to a cash/credit bar without losing the good customer service and speed that the bartenders currently have shown.

Q9 Overall impression and general comments:

Event setup and tear down seem to have gone smoothly again. Kris and Dave are available during the weeks and days before setup to make sure we're on the same page, as well as checking in on us during the event. Despite this event bringing out some of the worst in some of the attendees, I felt the staff handled things well.