

#183

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 17, 2018 1:25:41 PM
Last Modified: Tuesday, July 17, 2018 1:31:59 PM
Time Spent: 00:06:18
IP Address: 204.69.148.119

Page 1: La Crosse Center Survey

Q1 Group name

Name	Gundersen Health System
Group Name	Organizational Development
Date of Event	6/28/18
Estimated Attendance	325
Email Address	aldunkle@gundersenhealth.org
Phone Number	608-775-1820

Q2 Food Services

Respondent skipped this question

Q3 Facility Cleanliness

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

Q4 Technical Services

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

Q5 Guest Services

ADA Accessibility	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?

Yes, we have already coordinated

Q7 Areas of service that you thought most impressive:

A/V was top notch. Brian is the best.
Don, as well as other staff were very responsive and pleasant.

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

Carpet was not laid down completely flat.
Linens were not readily available on Wed afternoon. (staff were very helpful, but this caused some delay)

Q9 Overall impression and general comments:

Look forward to your enhanced facilities, but you and your team do great work with what you have! Thanks, Mike.

#184

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 20, 2018 10:29:48 AM
Last Modified: Friday, July 20, 2018 10:33:06 AM
Time Spent: 00:03:18
IP Address: 76.92.226.93

Page 1: La Crosse Center Survey

Q1 Group name

Name davey
Group Name clothing concepts
Date of Event july 18
Estimated Attendance 1,000
Phone Number 8168985400

Q2 Food Services Respondent skipped this question

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) Excellent

Q5 Guest Services

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

La Crosse Center Feedback

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

July 2020

Q7 Areas of service that you thought most impressive:

Over all staff is amazing. Mike Ferris is the best person to work with.

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

Dont touch a thing

Q9 Overall impression and general comments:

We travel 12 months a year. Everyone should operate like Mike and hiss staff. Thanks davey

#185

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Monday, July 30, 2018 4:02:15 PM
 Last Modified: Monday, July 30, 2018 4:12:15 PM
 Time Spent: 00:09:59
 IP Address: 71.13.204.210

Page 1: La Crosse Center Survey

Q1 Group name

Name	Becky Koske
Group Name	La Crosse Collaborative to End Homelessness
Date of Event	7/26/18
Estimated Attendance	150
Email Address	becky.koske@couleecap.org
Phone Number	6087962926

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

La Crosse Center Feedback

Q4 Technical Services

Room Setup/Layout	Very Good
Room Functionality for Event	Very Good
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?

Yes! Next year it would be on 7/25/19

Q7 Areas of service that you thought most impressive:

The staff and personnel are always great to work with. Mark was particularly helpful this year and was very easy to work with. He was helpful and the whole staff was very responsive when we asked for anything.

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

Q9 Overall impression and general comments:

We are always thankful to be able to use the space. This year, even with the change from South Hall to ballroom, things ran very smoothly - thanks to the Center Staff and to Mike Ferris. It is always a pleasure to work with Mike and the staff. Everyone is helpful, accommodating, and very attentive to our needs. It's great to be able to pre-plan with Mike before the event, and even if changes need to be made the day of, the Center staff are always very helpful. Thank you all again!

#186

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, July 31, 2018 7:28:03 PM
 Last Modified: Tuesday, July 31, 2018 7:30:03 PM
 Time Spent: 00:01:59
 IP Address: 140.190.35.15

Page 1: La Crosse Center Survey

Q1 Group name

Name	Hannah Ripp
Group Name	Ripp/Pape Wedding
Date of Event	7/21/2018
Estimated Attendance	400
Email Address	hripp19@gmail.com
Phone Number	7152991099

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

La Crosse Center Feedback

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? Respondent skipped this question

Q7 Areas of service that you thought most impressive:

ALL of the staff were great and they took time to answer any questions or help with anything!!

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

N/A

Q9 Overall impression and general comments:

We were so impressed with the Lacrosse center and the staff! The facility is perfect for larger weddings!! Thank you!

#187

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Sunday, August 12, 2018 12:40:51 PM
 Last Modified: Sunday, August 12, 2018 12:44:00 PM
 Time Spent: 00:03:09
 IP Address: 24.177.204.158

Page 1: La Crosse Center Survey

Q1 Group name

Name	Neal Zygarlicke
Group Name	Hegseth-Zygarlicke Wedding
Date of Event	8/10/2018
Estimated Attendance	225
Email Address	nzygarlicke@1supply.com
Phone Number	608-881-2333

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 Respondent skipped this question

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

La Crosse Center Feedback

Q7 Areas of service that you thought most impressive:

The customer service and friendliness when we asked for minor changes was awesome.

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

Q9 Overall impression and general comments:

Very fun to work with staff. Whenever we had a question or made a change it was no issue to the staff.

Ferris, Mike

From: Tom Ahonen <taahonen@ironwoodcpa.com>
Sent: Tuesday, August 21, 2018 3:16 PM
To: Ferris, Mike
Cc: 'Laura Ahonen'
Subject: La Crosse Center wedding - Kayla Ahonen and Sergio Velasquez

*** CAUTION: This email originated from an external sender. DO NOT click links or open attachments unless you recognize the sender and know the content is safe. ***

Mike,

Just wanted to send a note to thank you and the entire staff of the La Crosse Center for helping to make our daughter's wedding on August 11th such a HUGE success!

From the time we arrived until the time we left, it was a fabulous experience, and we're so happy we chose that venue and that city for the occasion. Things could not have been any better! The layout and the setup was perfect, it was comfortable, it was clean, it was elegant, it was everything.

The staff was outstanding. When we arrived, my daughter was handed a radio and she was told for anything needed, just make the call. At that same time, we noticed some "unsightly debris" on the sidewalk near the entrance and asked if it could be cleaned up. We were told it would be taken care of right away and by the time we returned to the car to get a second load of things to haul in, it was done. I doubt that 5 minutes had even passed for that to be taken care of.

Later in the day, at a time when my daughter had a desperate need for a battery and she had NO time to deal with it herself, someone asked if she needed anything and she said "yes, is there any chance someone around here would have a double A battery?" Within minutes, someone delivered two of them to her – just in case she needed a second one. No one even asked why she needed it. The fact was she wears an insulin pump for her diabetes, and the battery in the pump had gone completely dead. So it goes without saying that whoever did that good deed has no idea how good that deed actually was. They just did it, and it was greatly appreciated.

Again, thanks for everything and please let your entire support staff know how much we appreciated all that was done!

Best Regards,

Tom and Laura Ahonen
13897 Agony Point Road
Winchester, WI 54557