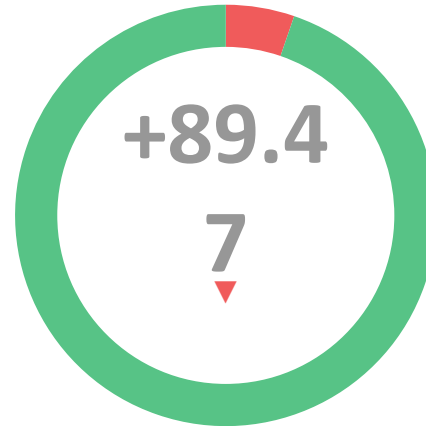


Event Planner Feedback Venue report, The Barbican, 3 Scores (interim)

Net Promoter Score

BASE: 19

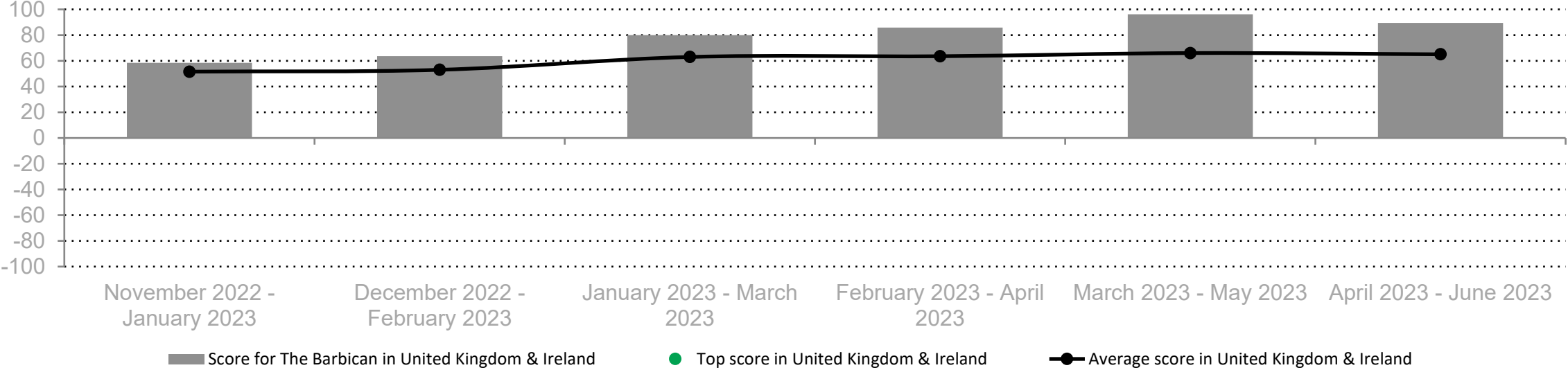


% promoters (9-10) - % detractors (0-6)

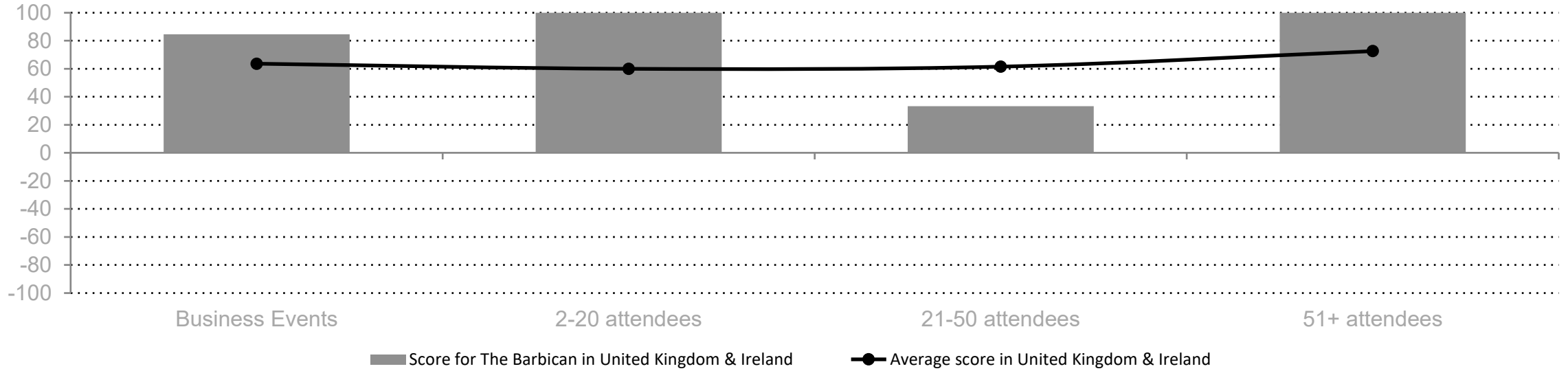
▼ +96.2 vs. last month

Net Promoter Score is based on one fundamental question: 'how likely would you be to recommend brand/hotel X?' The responses to this question (marked on the 0-10 scale) are divided into three groupings. Those marking 0-6 are 'detractors', those marking 7-8 are 'passives' and those rating this question '9-10' are 'promoters'

Net Promoter Score Evolution



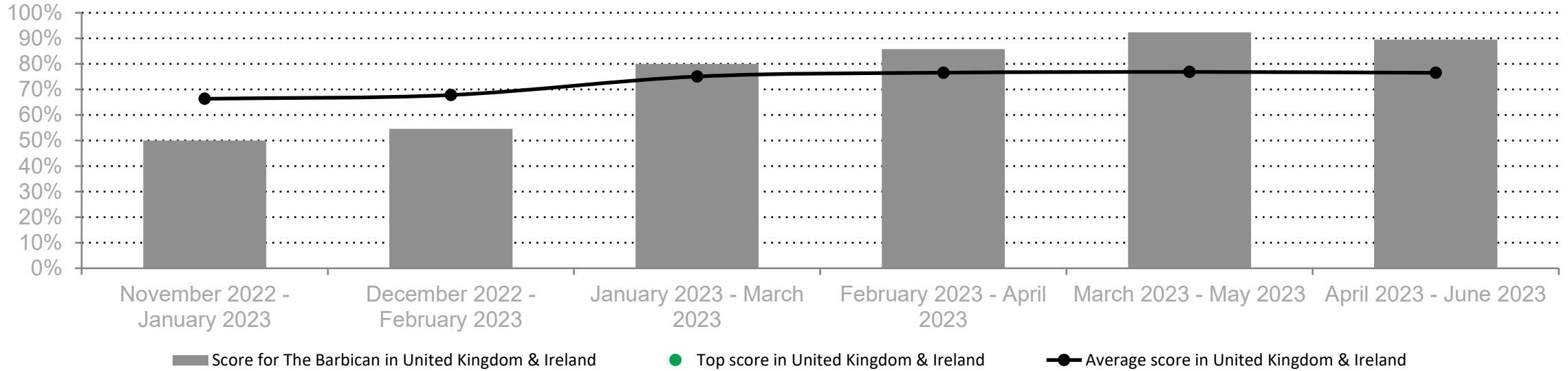
Net Promoter Score - Business Events



Net Promoter Score - Personal Events

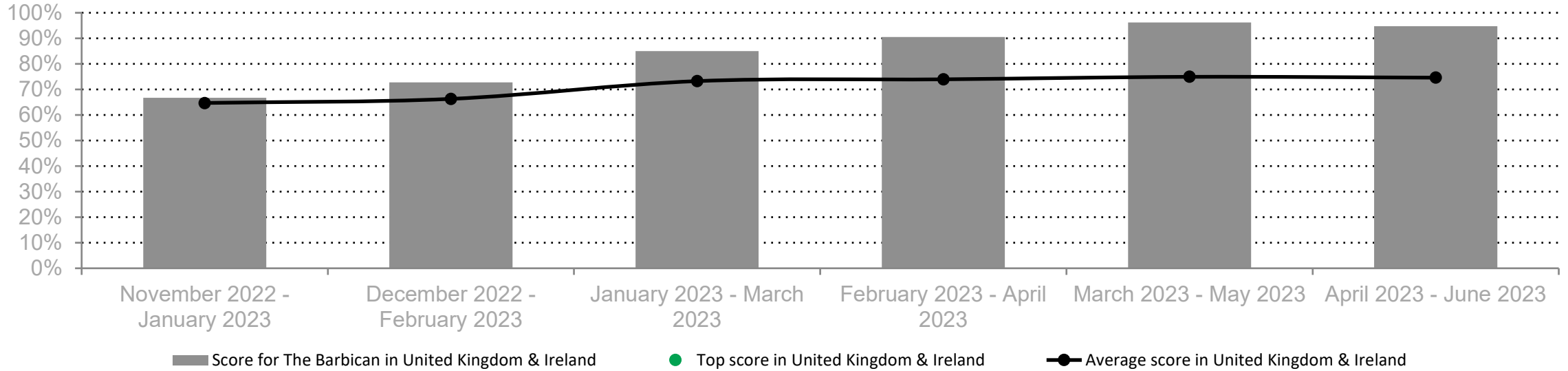


Likelihood to use in future



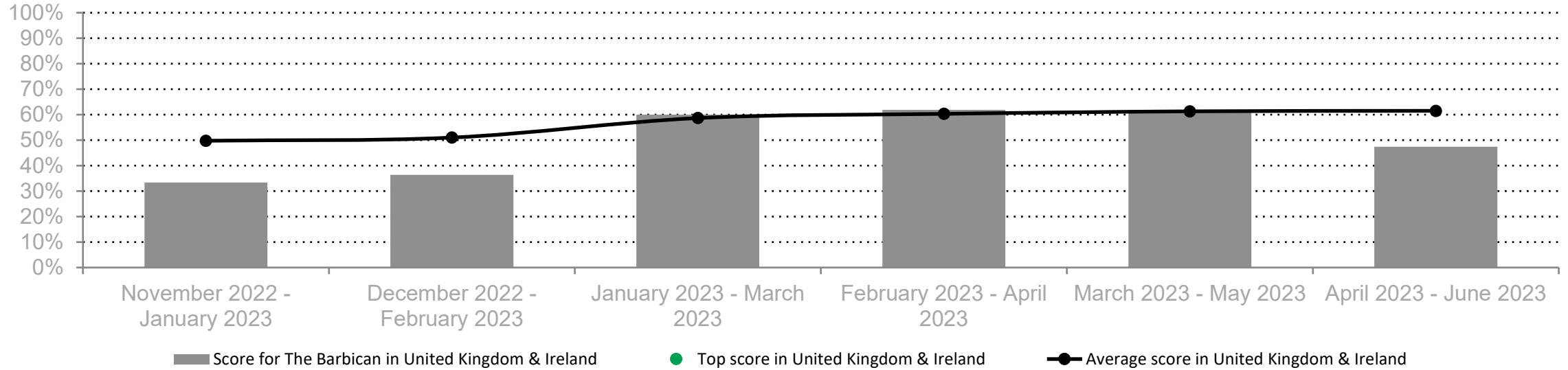
Scores shown are % of respondents awarding 9 or 10 out of ten.

Likelihood to recommend



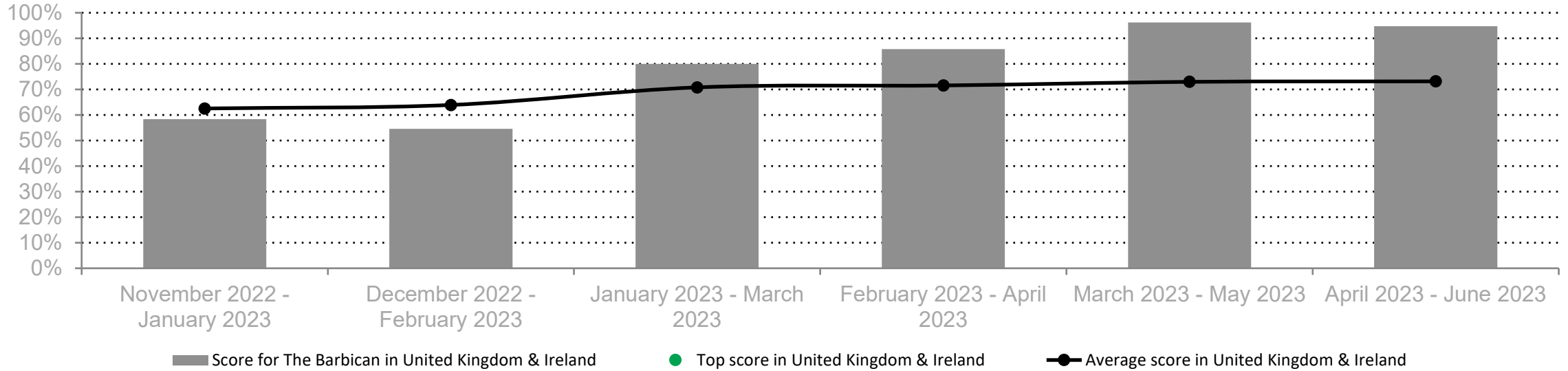
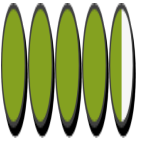
Scores shown are % of respondents awarding 9 or 10 out of ten.

Value for money



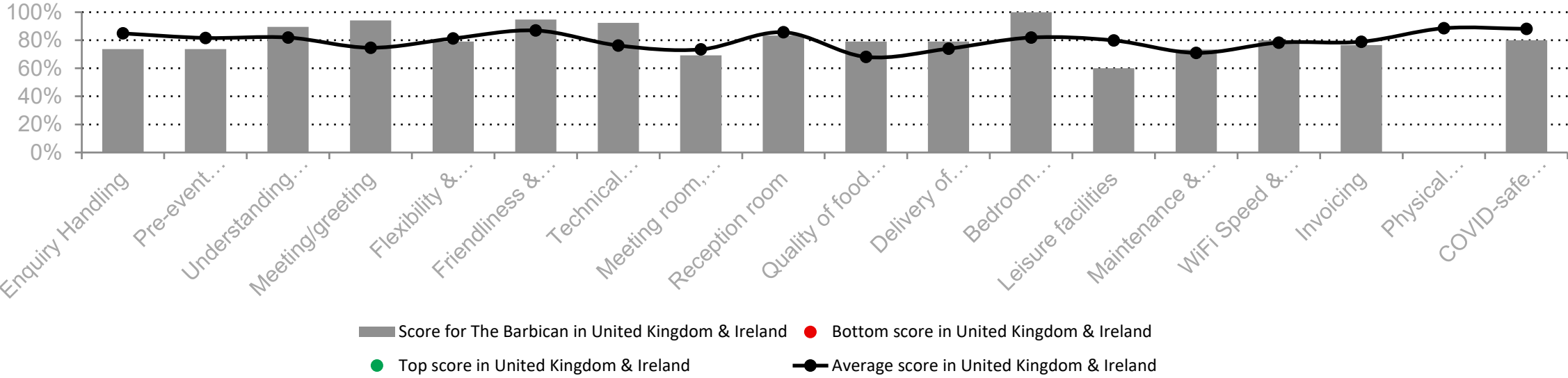
Scores shown are % of respondents awarding 9 or 10 out of ten.

Overall satisfaction



Scores shown are % of respondents awarding 9 or 10 out of ten.

Service Attributes



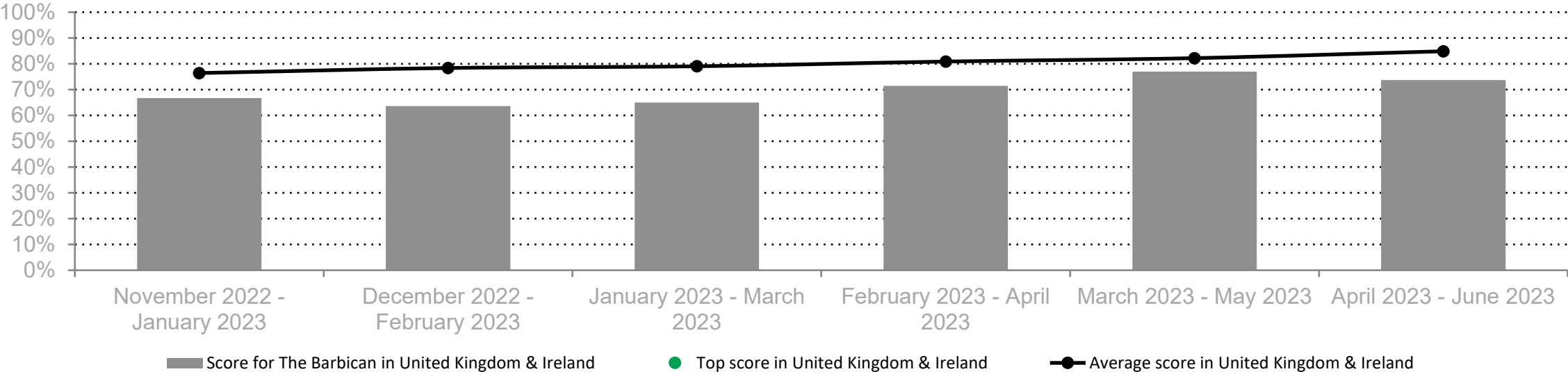
Scores shown are % of respondents awarding 9 or 10 out of ten.

Service Attributes



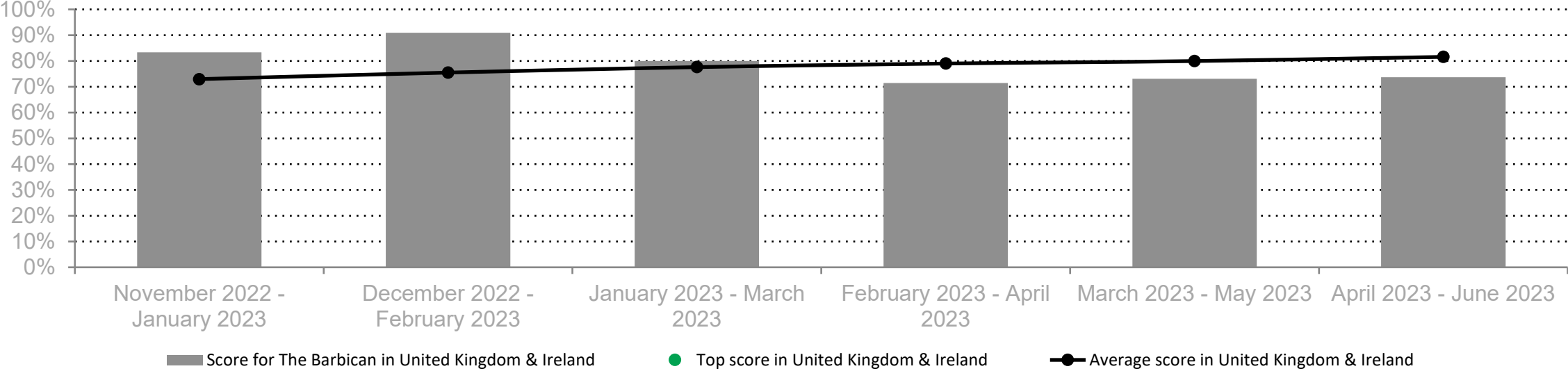
	Last month (June 2023)	Compariso n of last month	Last 3 months (April 2023 - June 2023)	Compariso n of last 3 months	Last 12 months (July 2022 - June 2023)	Year to date (January 2023 - June 2023)
Likelihood to use in future	75		89.47		78.33	84.62
Likelihood to recommend	75		94.74		85	89.74
Value for money	25		47.37		51.67	53.85
Overall satisfaction	75		94.74		80	87.18
Enquiry Handling	50		73.68		72.41	69.23
Pre-event communications	75		73.68		80	76.92
Understanding priorities	75		89.47		83.33	84.62
Meeting/greeting	75		94.12		82.14	89.19
Flexibility & responsiveness	75		78.95		77.97	84.62
Friendliness & helpfulness	75		94.74		91.53	97.44
Technical facilities & support	75		92.31		80.43	83.33
Meeting room, etc	50		69.23		80.49	80.65
Reception room	—		83.33		76.92	87.5
Quality of food & beverage	50		78.95		68.42	71.05
Delivery of food & beverage	50		78.95		76.79	78.95

Enquiry Handling



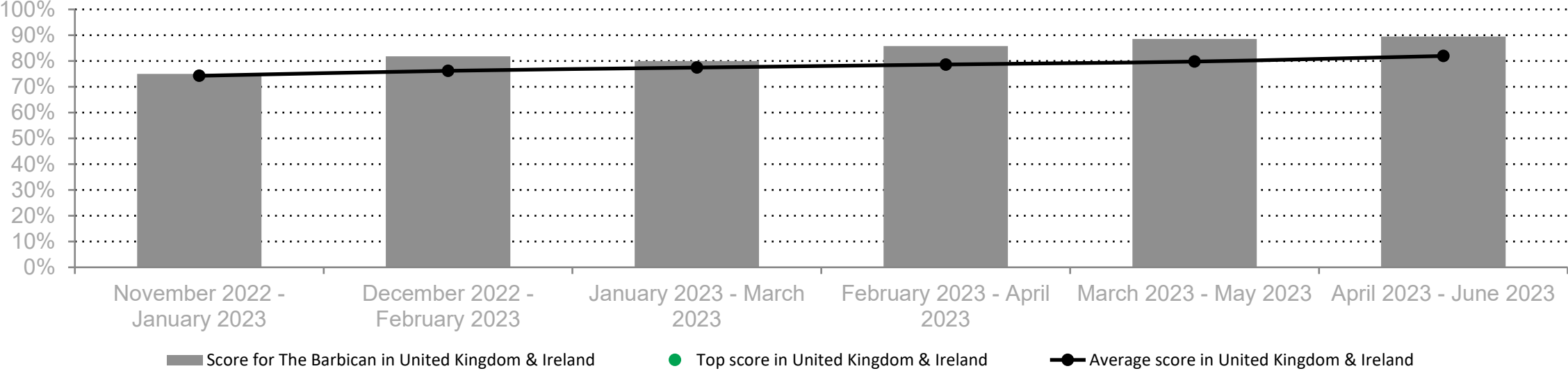
Scores shown are % of respondents awarding 9 or 10 out of ten.

Pre-event communications



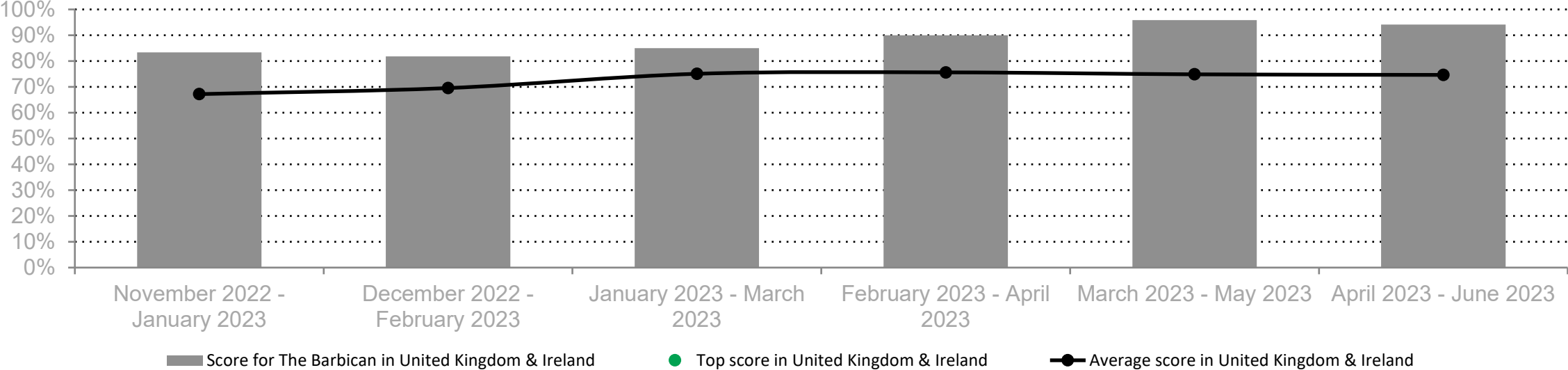
Scores shown are % of respondents awarding 9 or 10 out of ten.

Understanding priorities



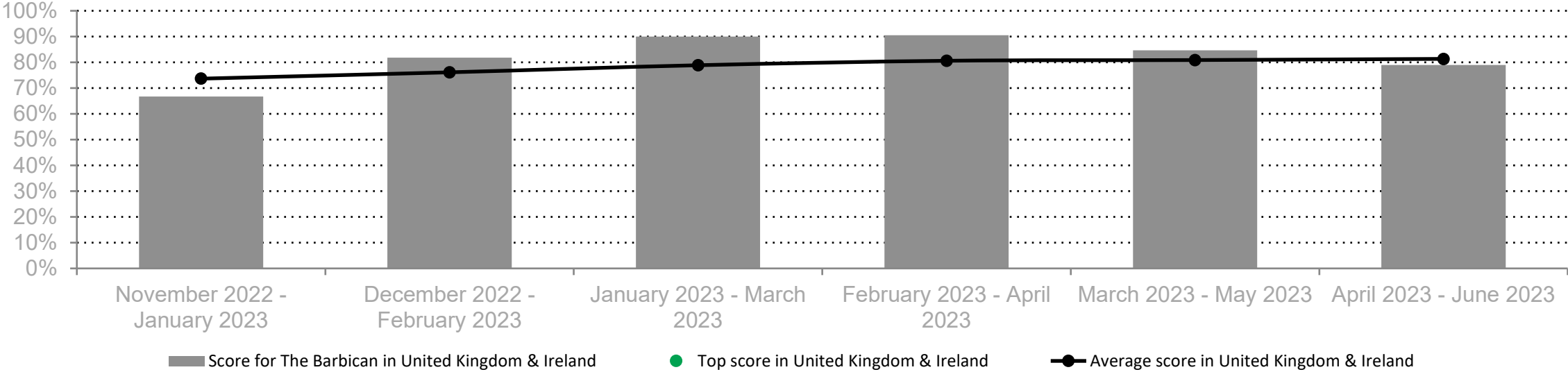
Scores shown are % of respondents awarding 9 or 10 out of ten.

Meeting/greeting



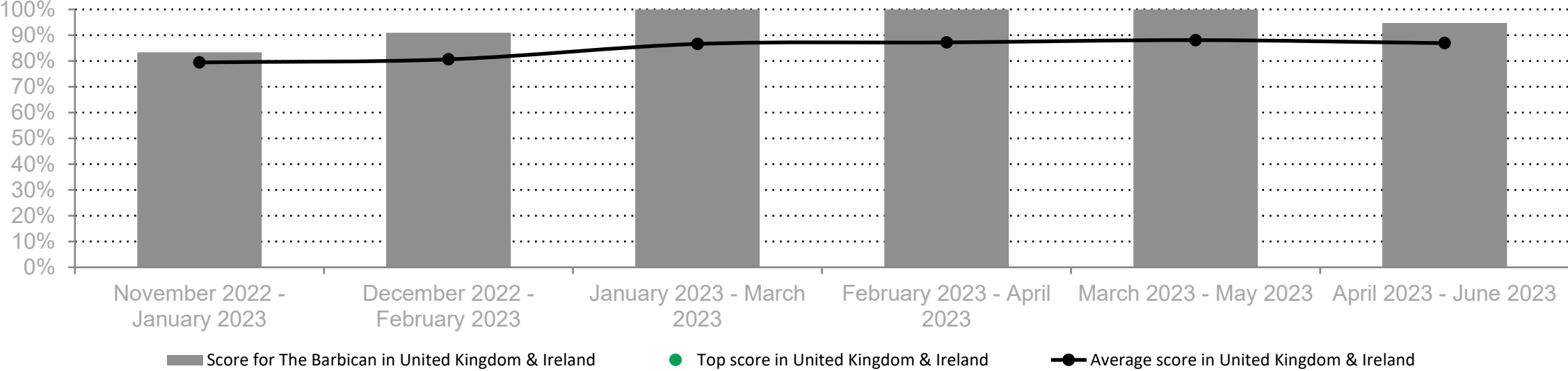
Scores shown are % of respondents awarding 9 or 10 out of ten.

Flexibility & responsiveness



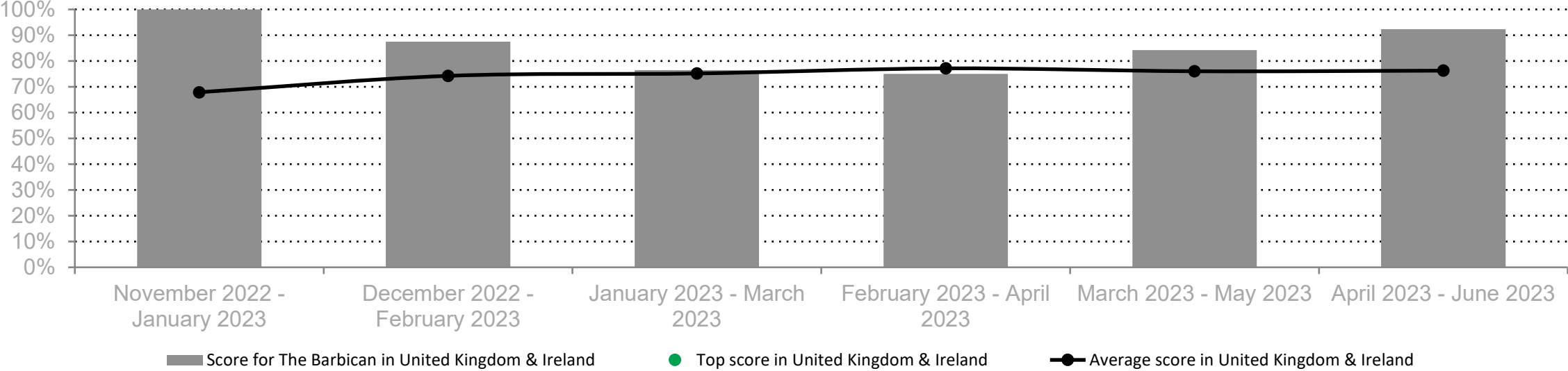
Scores shown are % of respondents awarding 9 or 10 out of ten.

Friendliness & helpfulness



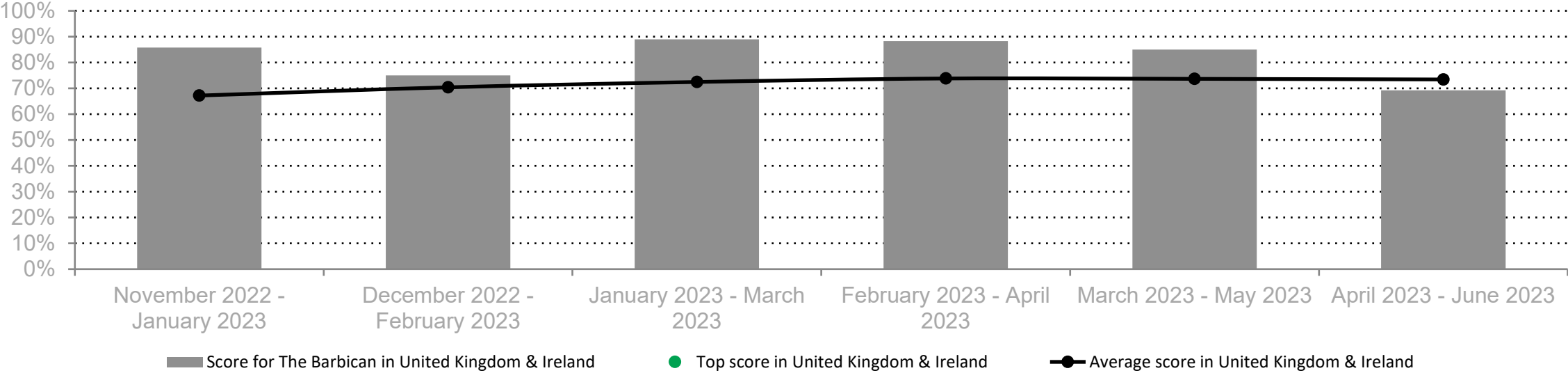
Scores shown are % of respondents awarding 9 or 10 out of ten.

Technical facilities & support



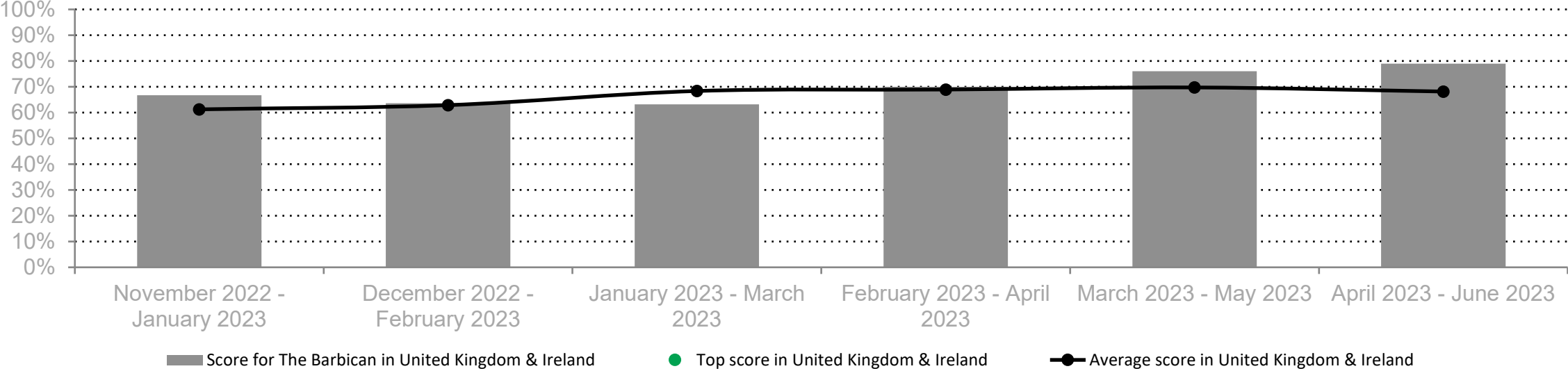
Scores shown are % of respondents awarding 9 or 10 out of ten.

Meeting room, etc



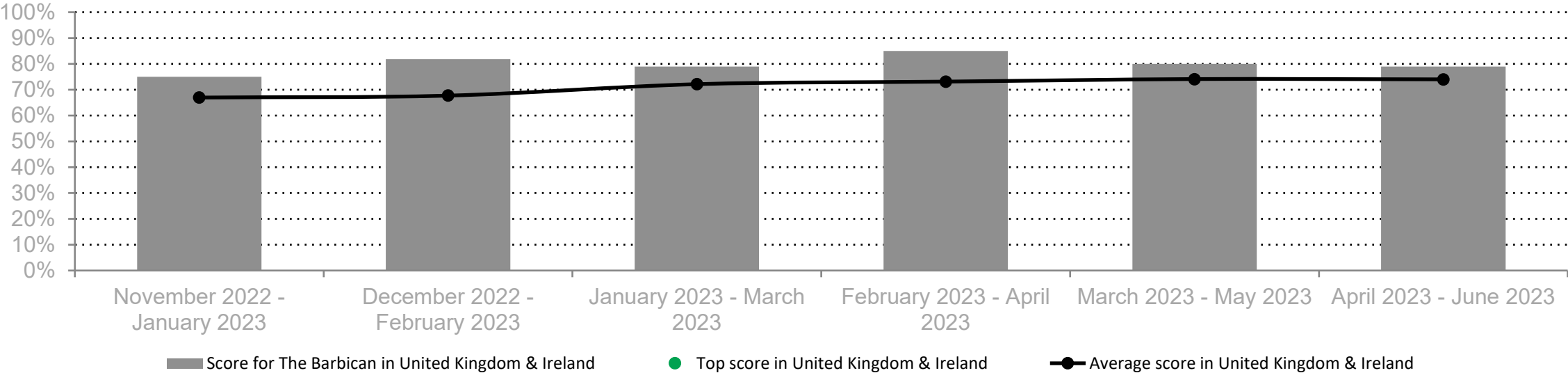
Scores shown are % of respondents awarding 9 or 10 out of ten.

Quality of food & beverage



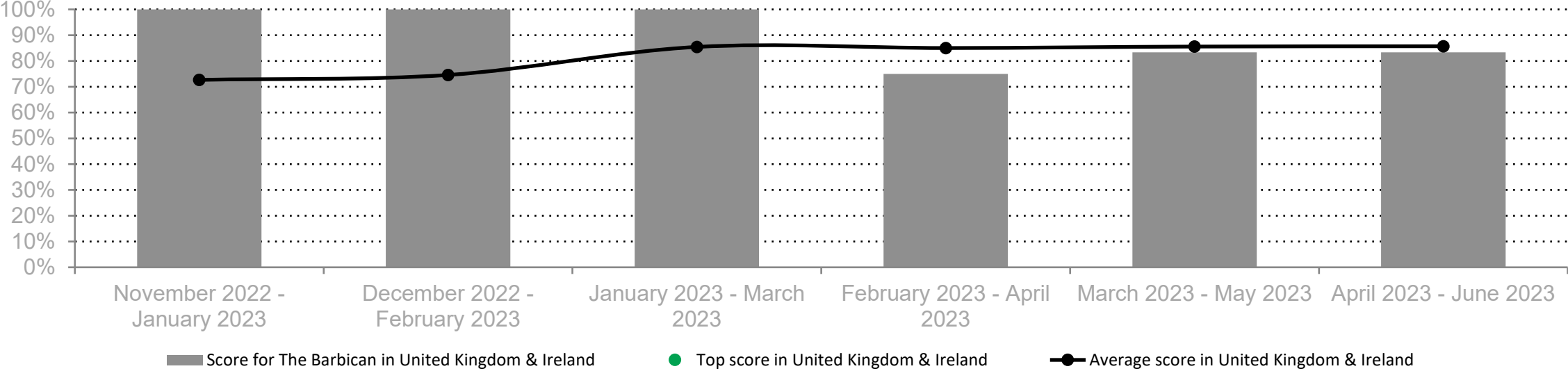
Scores shown are % of respondents awarding 9 or 10 out of ten.

Delivery of food & beverage



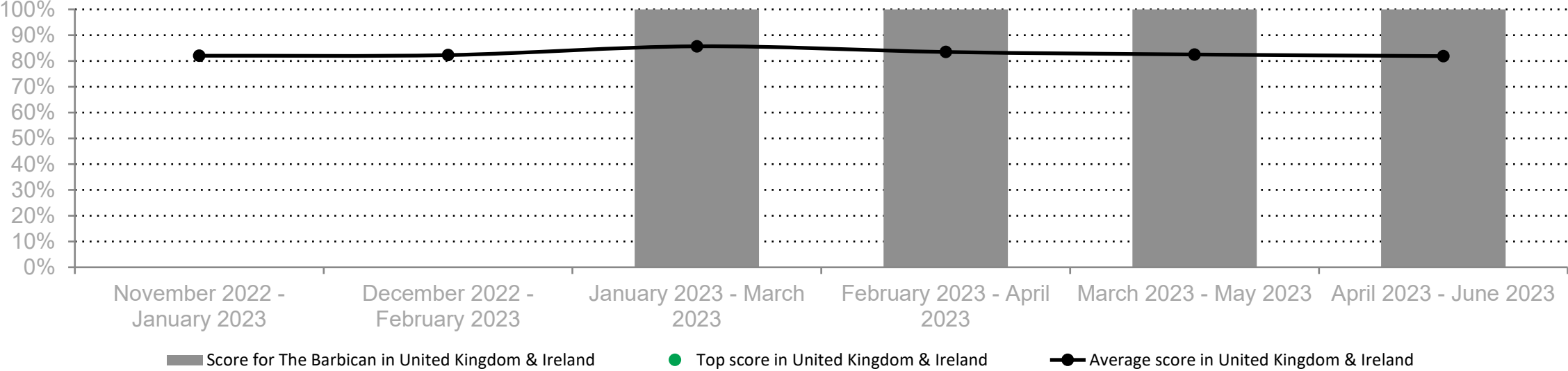
Scores shown are % of respondents awarding 9 or 10 out of ten.

Reception room



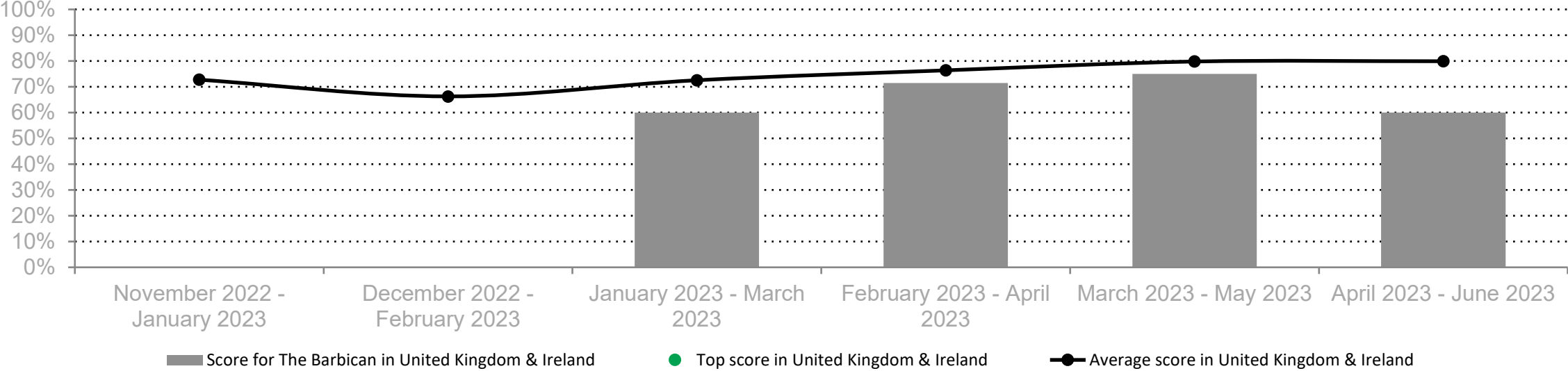
Scores shown are % of respondents awarding 9 or 10 out of ten.

Bedroom check-in



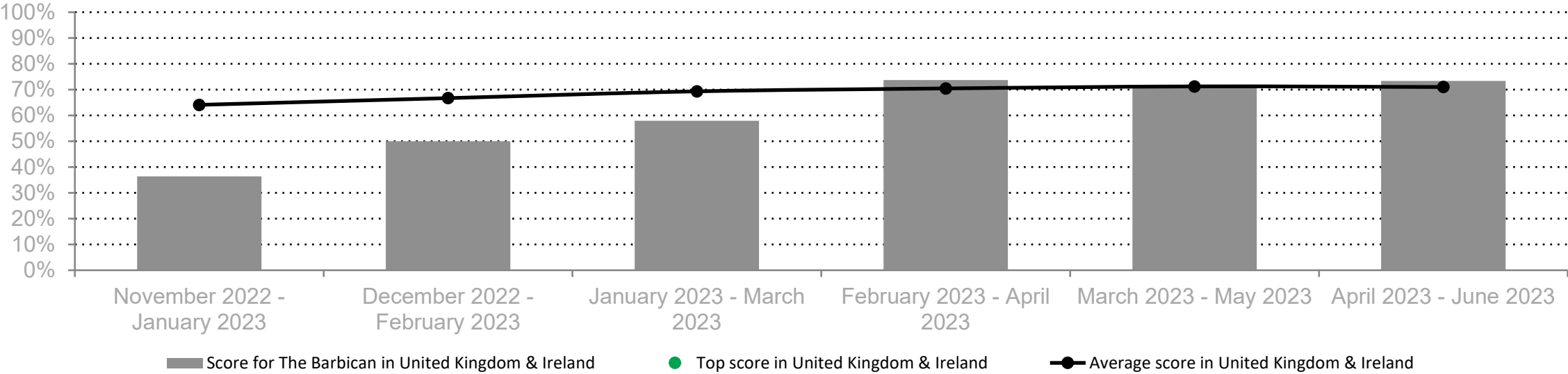
Scores shown are % of respondents awarding 9 or 10 out of ten.

Maintenance & upkeep



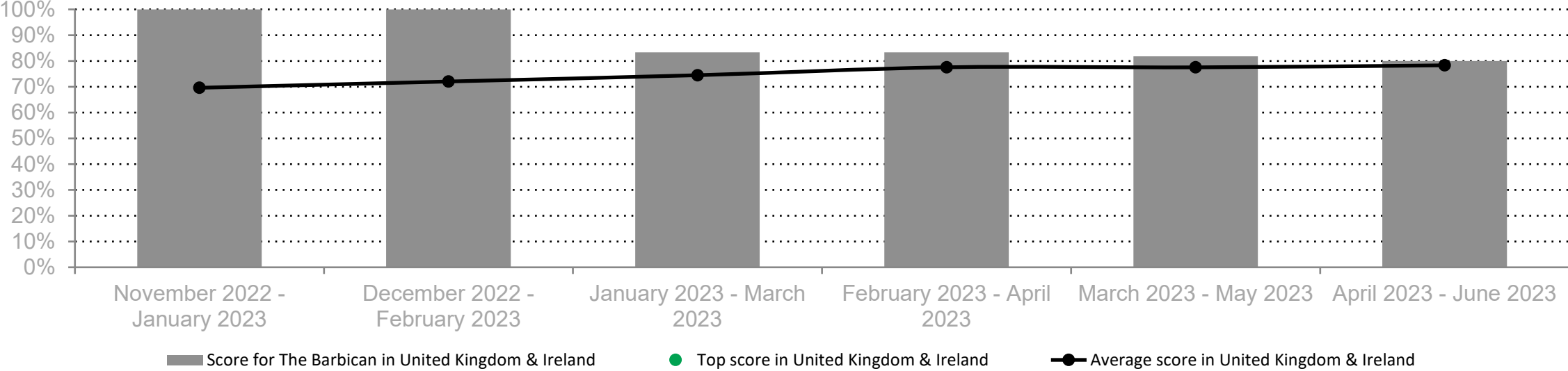
Scores shown are % of respondents awarding 9 or 10 out of ten.

WiFi Speed & connectivity



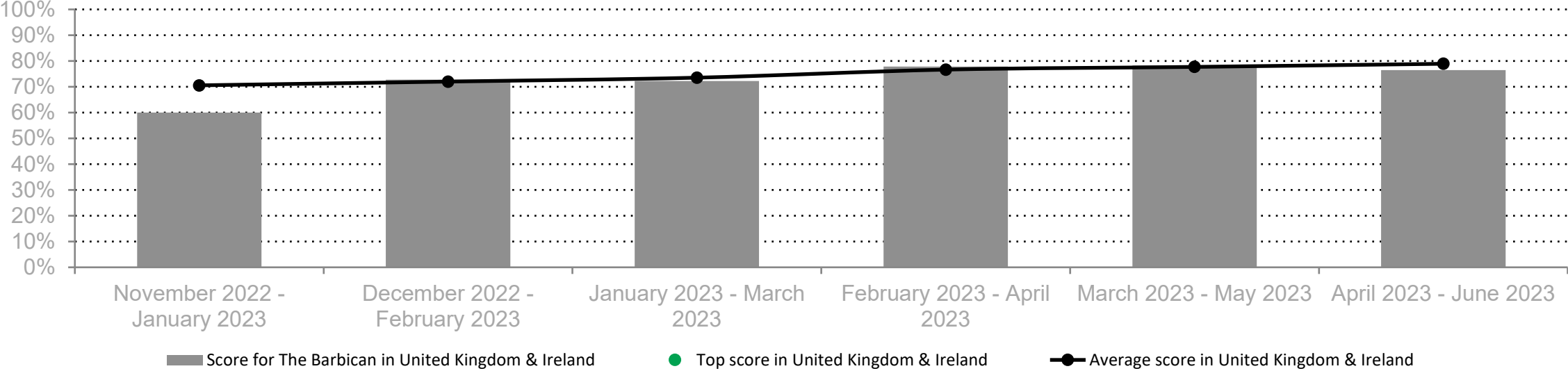
Scores shown are % of respondents awarding 9 or 10 out of ten.

Leisure facilities



Scores shown are % of respondents awarding 9 or 10 out of ten.

Invoicing



Scores shown are % of respondents awarding 9 or 10 out of ten.