

Examples of Recent Event Feedback

Customers' feedback Supports the teams



Last year the team delivered almost **400 events** ranging from International Congress, Corporate Conferences, Weddings, Film and Photoshoots, Receptions and Social Occasions amongst many others.

The team has received much feedback for these events, both through our Benchmarking Portal 'BVA BDRC' and personally through receiving letters and email feedback.

This feedback supports the recognises the contributions and commitment of all the teams that work tirelessly to deliver the often challenging and complex requirements of Business Events, many of whom have bespoke set up and technical requirements. It truly is like turning to a blank page everyday.

This is a snapshot of the feedback that has been received by the team in recent months.

What a day Tuesday was!

I honestly cannot thank you or your amazing team enough for everything you all did to make our event a success.

In all my years of working with venues, I can hand on my heart say that working with you has been a thoroughly enjoyable experience. Normally we are constantly chasing the venues, not getting answers, and on the day it's hit and miss. This has been the best venue that I have ever worked with, and I will gladly tell you why.

The venue itself is such an iconic part of London and easy to get too. The rooms we hired were amazing spaces, the auditorium was a luxury cinema providing everyone with comfort, and the fact that you can change the lights to purple was the icing on the cake as it really added to the branding and atmosphere of the day.

The garden room and conservatory were beautiful spaces to be used for the refreshment breaks and drinks reception, it was lovely that guests had the choice of both areas to use making it truly versatile.

Attention to detail, you and your team's attention to detail was on point everything was done perfectly – this never happens in my previous experiences!

1/4

A letter from Customer



You – as our main contact, **Business Event Manager**, your attention to detail, communication, helpfulness, ideas, willing to help, were just out of this world, I have never experienced this before. **You thought of and had everything in hand for us, which made our jobs so much easier**, I am never normally relaxed before an event, but I knew that you had it all covered. **You were incredible to work with**, such a lovely person and the fact that you also took the time to help me, unbox banners, and put ribbons round gifts was just something that again was so helpful with everything else going on but just not expected and something I have never come across before. Simply put you are a rockstar and **I can't thank you enough for making our day amazing, memorable and flawlessly executed**.

Team – every single member of your team was amazing, I would like to do a special thank you to the AV team here, they were **so fantastic again genuinely lovely and helpful** and they and you felt an extension of our team and that you were all working with us so this day was perfect. AV is not our strong point, it was truly helpful to do the run-through the day before so again thank you for allowing that to happen, it really was beneficial especially as we identified some issues with our laptops. Please pass on our sincere thanks to all of them they were all wonderful.

2/4

A letter from **Customer**



As also was the catering and beverages team, again this ran with no issues, and also thanks to one of the team who also sat at the registration desk for us as well to help. **An absolutely amazing team, who did us all proud to help pull this event off.**

In short, everything was perfect, I know we spoke at the end of the day and you said to me that whilst you do this all the time with many events, it's your event as well and you want to make it a success and all I can say that because of that we all felt that and that's exactly what happened.

This is beyond now my favourite venue, I have been singing your praises to all of our team but also others in our industry as I am highly recommending your venue and team to work with and I can rest assure that **if we have another event in the future we will be back,** for all the reasons I have listed above. I don't think I have ever been to an event where there were **no tech issues, issues with sound, or something wrong with a presentation** – it's so very rare and this is why your team is incredibly special. Anna and I literally loved working with you and your team, and we are still on a high (sore feet mind you) after Tuesday's amazing event.

3/4

A letter from Customer



Thank you to you all for making our 20th-anniversary event special and for it to go perfectly well. I had numerous people come up to me on the day and congratulate the team on the day that everything was flawless and perfectly planned – and this is really thanks to you and your team and for such a great working relationship that we have built.

I really hope that we get to work with you in the future, thank you once again.

(optional) Please add here with your customer's (company) name or LOGO

A letter from Customer





PROFESSIONAL

'You were responsive via email in the run up to the day and made yourself available throughout the day itself should we have needed anything, you were great.'

'Thanks so much for everything you've done - *a true event professional* . You make the whole process enjoyable which is what we're all about at the end of the day, right? I've done your feedback survey and of course *we'll be back!* '

First time I haven't had technical issues at a venue.

'Yesterday was brilliant, thank you so much! It was an **absolute joy working with you**, you're ace. Thanks for making the whole process so **easy and calm!**'

'Only feedback is that you and the team are amazing'

RELIABLE



'It's great to have an Event Manager from the venue throughout, taking the stress away from the organiser... you were so **responsive** and **organised** and **reliable**, it was **a pleasure to work with you!**'

'Just very reassuring to know everything was being taken care of...'

'The event was a success and you and your team highly commended for the **good service and attention to detail!**'

'I wanted to say an enormous thank you to you and your team for all of your support with our staff day last week. You were all brilliant from start to finish and **massively helpful in both planning and delivery** of the day'

'Just wanted to say thanks again for helping us run our company meeting and social. Everything ran without a hitch from my perspective and our tech team in particular were very grateful for the prompt set-up and organisation'

'The event was excellent, you and the team were fantastic'

Excellent Team

'It was beautifully done, all the staff were amazing and the catering was lovely. Your help throughout the planning has been brilliant'

'The team is buzzing this morning and, as I mentioned last night, our CEO was very impressed and received in turn lots of positive comments about the food and setup from our guests. It was super working with you both, and your wider team'

'We had a fabulous night at the Barbican and feedback from the guests was all good .Food was excellent and you can't beat the venue'

'We've had lots of positive feedback about the venue... everything ran like clockwork'

Amazing Venue

