



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda  
May 11, 2023 – 4 pm**

- I. **CALL TO ORDER**
  - a. **Roll Call**

Erik Marston (Chair)	10/25/24
Robert Fuller (Vice-Chair)	10/25/25
Nancy McCune	10/25/26
Shaun Wagner	10/25/25
Linda Benjamin	10/25/25
Robert Perkel	10/25/24
Dana Phillips	10/25/26
  
- II. **Consensus of Agenda / Additions**
  - a. **Motion to Approve**
  
- III. **Minutes from April 2023**
  - a. **Motion to Approve**
  
- IV. **Declaration of Potential Conflict of Interest**
  
- V. **Guest Present**
  
- VI. **Advertising / Marketing** - Joshua Heineman / Tina Eilers
  - a. **Motion To Approve**
  
- VII. **Budget / Finance** - Jennifer Biamont / Brian J Owen
  - a. **Motion to Approve**
  
- VIII. **Sales Director's Report** - Tina Eilers
  - a. **Motion to Approve**
  
- IX. **General Manager's Report** - Brian J Owen
  - a. *Set Commission date for June*
    - i. *Thursday 15<sup>th</sup> or ?*
  - b. **Motion to Approve**
  
- X. **Old Business - set dates to meet after 2<sup>nd</sup> week in June** -
  - a. **Building Usage Policy** Task Force (Bob P & Nancy)
  - b. **Signage Policy** Task Force (Bob P & Nancy)
  
- XI. **New Business** - Open to all
  
- XII. **Correspondence** - Brian J Owen
  
- XIII. **Adjournment**



**CIVIC AND CONVENTION CENTER**

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**SEASIDE CIVIC & CONVENTION CENTER COMMISSION  
REGULAR MEETING  
April 13<sup>th</sup>, 2023**

**CALL TO ORDER:**

The meeting was called to order at 4:01 p.m.

**A. Roll Call:**

• **Members Present:**

Robert Fuller

Nancy McCune

Erik Marston

Dana Phillips

Robert Perkel

Linda Benjamin

Shaun Wagner

**B. Consensus of Agenda/Additions:**

There were no changes or additions to the agenda. (Shaun/Robert F)

**MINUTES OF LAST MEETING:**

There were no changes to the March 9<sup>th</sup>, 2023, minutes. The minutes were approved as presented. (Nancy/Robert P)

**DECLARATION OF POTENTIAL CONFLICT OF INTEREST:**

- There were no conflicts of interest.

**ACKNOWLEDGEMENT OF GUESTS PRESENT:**

- There were no guests at the meeting.

**COMMITTEE REPORTS:**

**A. Advertising/Marketing:**

- Joshua Heineman gave an update on the March web statistics as well as an update on the CAL-SAE website and MPI website and retargeting ads.
- Tina talked about Meeting News NW Magazine with our ad in the publication.
- Brian shared images of the Venue Conference and talked about the venue tours that he attended with Tina.
- Tina added that she attended the Government Meeting Planners Conference and MPI Summit and gave an update on the IVAM Regional Conference. (Shaun/Robert F)

## **B. Budget/Finance:**

- Jennifer B started with the status of finances through the end of March. She said all clients are within their window of time for accounts receivable.
- Jennifer B shared that she is working with Brian on creating an inventory system.
- Brian passed around a listing of our current expenditure lists and explained some of the expenses. We are still working on getting a new financial system in place for the City. (Robert F/Robert P)

## **SALES DIRECTOR'S REPORT:**

- Tina shared her activity from the month of March.
- Tina explained that she is finalizing a contract that she knows came directly from the geofencing campaign. (Nancy/Dana)

## **GENERAL MANAGER'S REPORT:**

- Brian started by saying that the next packet for the Commission meeting will have a condensed version of the minutes.
- Brian said that the Economic Impact Calculator is outdated, and he is in the process of having it updated to the current year.
- Brian explained the new venue management software that has been chosen.
- Brian talked about the cancelation of the Gem & Bead Show.
- Brian shared that he met with an Audio vendor and our staff demoed a sound system we are thinking about getting.
- Brian added that he met with a Company regarding the HVAC system and a vender to fix the roof. (Shaun/Nancy)

## **OLD BUSINESS:**

- A. Building Usage Policy – Task Force (Robert P & Nancy)
- B. Signage Policy - Task Force (Robert P & Nancy)

## **NEW BUSINESS:**

There is no new business currently.

## **CORRESPONDENCE:**

The Commission reviewed the returned surveys.

## **ADJOURNMENT:**

The meeting was adjourned at 4:52p.m.

2022-2023 ACCOUNTS RECEIVABLE

EVENT DATE	EVENT	INVOICE DATE	AMOUNT DUE	DATE PAID	AMOUNT PAID
1/6-8/23	Emerald Cat Club Cat Show 2023 Rental Deposit	5/11/20	\$500.00	5/11/20	\$500.00
2/26-3/1/23	OR Government Finance Officers 2023 Rental Deposit	9/22/20	\$1,000.00	9/22/20	\$1,000.00
9/19-21/22	OJDDA Annual Conference 2022 Rental Deposit	1/15/21	\$1,500.00	1/26/21	\$1,500.00
05/04-05/07/2023	Get Out The Float	6/7/21	\$1,000.00	6/11/21	\$1,000.00
7/18/22- 8/2/22	Gem Bead & Mineral Show 2022	9/29/21	\$2,400.00	9/29/21	\$2,400.00
11/16/22-11/17/22	PEO Holiday Boutique	11/29/22	\$150.00	11/29/21	\$150.00
10/3/22-10/5-22	Oregon Realtors Fall Conference 2022	12/1/21	\$2,000.00	12/27/21	\$2,000.00
8/14/22	Willman Wedding	7/1/22	\$400.00	7/14/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/19/22	\$5,212.50	7/22/22	\$5,212.50
8/20/22	Neah Kah Nie Class Reunion	7/13/22	\$400.00	7/25/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/29/22	\$350.00		
12/17/22	O'Brien Holiday Party	8/8/22	\$400.00	8/8/22	\$400.00
3/15/24-3/17/24	Seaside Jazz & Blues Festival 2024	8/8/22	\$600.00	8/8/22	\$600.00
7/1/23	Pacific Northwest Custom Invitational 2023	8/17/22	\$550.00	8/17/22	\$550.00
8/15/22-8/16/22	NW Regional ESD Threat Training	8/17/22	\$3,256.72	10/5/22	\$3,256.72
8/16/22-8/19/22	ODAA Summer Conference	8/22/22	\$51,641.76	9/7/22	\$51,641.76
8/22/22-8/25/22	OAWU Summer Classic	8/29/22	\$23,167.34	9/14/22	\$23,167.34
8/12/24-8/15/24	OACC Summer Conference 2024	8/26/22	\$2,000.00	8/29/22	\$2,000.00
10/3/22-10/6/22	OR Realtors Fall Conference	8/18/22	\$2,000.00	8/29/22	\$2,000.00
8/29/22-8/31/22	Head Start Pre-Service Conference	9/7/22	\$14,817.70	9/29/22	\$14,817.70
10/27/22-10/30/22	Get Out The Float balance deposit	9/13/22	\$1,500.00	9/22/22	\$1,500.00
4/22/24-4/24/24	Gain Higher Ed Conference deposit	9/7/22	\$1,500.00	9/19/22	\$1,500.00
9/9/22-9/11/22	OSPA Fall CME 2022 Pac University hosted reception	9/14/22	\$680.86	10/4/22	\$680.86
9/9/22-9/11/22	OSPA Fall CME 2022	9/14/22	\$18,002.39	9/26/22	\$18,002.39
11/18/22-11/20/22	Word of Life Family Conference 2022 Dep/F&B	9/14/22	\$4,983.62	10/25/22	\$4,983.62
9/5/22-9/8/22	Ocean Connect 2022	9/12/22	\$40,844.29	10/24/22	\$40,844.29
9/12/22-9/15/22	OR Homicide Investigators Conference 2022	9/19/22	\$33,908.56	10/5/22	\$33,908.56
10/3/22-10/5/22	Oregon Realtors Fall Conference F&B+Deposit #2 2022	9/20/22	\$41,842.80	9/29/22	\$41,842.80
9/17/22	Seaside Rotary Auction 2022	9/23/22	\$6,888.05	10/4/22	\$6,888.05
9/18/22	Wildlife Center Founders Dinner 2022	9/23/22	\$5,133.28	11/7/22	\$5,133.28
9/19/22-9/21/22	OJDDA Annual Conference 2022	9/23/22	\$48,964.98	9/29/22	\$48,964.98
9/23/22-9/25/22	It's A She Thang 2022	9/29/22	\$16,604.04	10/17/22	\$16,604.04
9/23/22-9/25/22	It's A She Thang Committee Dinner 2022	9/29/22	\$949.90	10/31/22	\$949.90
9/26/22-10/2/22	ACBL Regional Bridge Tournament 2022	10/3/22	\$10,625.70	10/17/22	\$10,625.70
10/3/22-10/6/22	Oregon Realtors Fall Convention 2022	10/11/22	\$6,160.58	10/28/22	\$6,160.58
10/7/22-10/9/22	ASAN Annual Conference 2022	10/13/22	\$14,707.37	10/17/22	\$14,707.37
10/11/22	Seaside Kids Pancake Feed 2022	10/12/22	\$150.00	11/7/22	\$150.00
12/6/22	North Coast Housing Summit 2022	10/17/22	\$200.00	10/17/22	\$200.00
10/12/22-10/15/22	West Coast Womens Conference 2022	10/18/22	\$23,349.63	10/25/22	\$23,349.63

2022-2023 ACCOUNTS RECEIVABLE

10/16/22-10/18/22	Northwest Rental Conference Association 2022	10/24/22	\$26,378.86	10/28/22	\$26,378.86
10/19/22-10/21/22	NOW District Lutheran Educators Conference 2022	10/24/22	\$10,334.06	11/7/22	\$10,334.06
10/21/22-10/22/22	Seaside Sashay 2022	10/24/22	\$1,625.00	10/28/22	\$1,625.00
12/17/22	O'Brien Holiday Party	10/27/22	\$16,011.40	10/31/22	\$16,011.40
11/9/22	OAR Forms Class 2022	10/26/22	\$300.00	10/28/22	\$300.00
10/27/22-10/30/22	Get Out The Float Oct 2022	10/31/22	\$131.72	11/8/22	\$131.72
11/2/22	Stand Down 2022	11/8/22	\$400.00	11/14/22	\$400.00
11/4/22	O2WA Conference 2022	11/8/22	\$2,806.04	11/21/22	\$2,806.04
11/5/22-11/7/22	OASC Fall Conference 2022	11/8/22	\$20,117.70	11/16/22	\$20,117.70
11/8/22	Iron Chef Goes Coastal 2022	11/10/22	\$1,450.00	11/21/22	\$1,450.00
12/12/22	Jacobs Radio Traffic Diverson 2022	11/10/22	\$100.00	11/10/22	\$100.00
11/15/22-11/17/22	Dept of Forestry Public Meeting 2022	11/17/22	\$6,660.92	11/30/22	\$6,660.92
11/16/22-11/17/22	PEO Holiday Boutique 2022	11/17/22	\$216.25	11/21/22	\$216.25
12/11/22	Celebration of Life Tory O'Donnell	11/22/22	\$500.00	11/22/22	\$500.00
11/18/22-11/20/22	Word of Life Family Conference 2022 Final	11/23/22	\$5,568.38	12/9/22	\$5,568.38
11/28/22	Life Line Screening March 2023	11/28/22	\$200.00	11/28/22	\$200.00
11/28/22	Seaside Artisan Fair 2022	11/28/22	\$2,103.75	12/21/22	\$2,103.75
12/11/22	Celebration of Life Tory O'Donnell Anticipated F&B	11/28/22	\$7,227.50	12/2/22	\$7,227.50
12/3/22	Festival of Trees 2022	12/6/22	\$23,641.35	1/10/23	\$23,641.35
12/6/22	North Coast Housing Summit 2022	12/7/22	\$6,445.12	1/4/23	\$6,445.12
5/6/22-5/7/22	Pouring at the Coast	12/13/22	\$562.50	12/22/22	\$562.50
4/19/23-4/20/23	Ferguson Waterworks Expo 2023	12/13/22	\$2,000.00	1/20/23	\$2,000.00
9/8/22	SHS Class of 73 Reunion Deposit	1/3/23	\$300.00	1/3/23	\$300.00
12/30/22-1/1/23	Almost New Years Roundup	1/3/23	\$16,517.71	1/20/23	\$16,517.71
1/6/23-1/8/23	Cat Club Cat Show 2023	1/9/23	\$1,800.00	1/20/23	\$1,800.00
11/9/2023-11-11-23	Oregon EMS Conference 2023 Deposit	1/3/23	\$1,500.00	11/13/23	\$1,500.00
1/11/23-1/13/23	Executive Leadership Conference 2023	1/18/23	\$25,535.40	1/30/23	\$25,535.40
1/11/23	Executive Leadership OEDI Reception 2023	1/18/23	\$7,072.92	1/30/23	\$7,072.92
1/17/23	Clatsop Assoc Realtors Strategic Planning Mtg	1/23/23	\$294.70	3/7/23	\$294.70
1/19/23-1/21/23	Word of Grace Couples Retreat 2023	1/25/23	\$3,807.74	1/30/23	\$3,807.74
1/25/23-1/28/23	OR Association of Comprehensive Education	1/30/23	\$26,444.28	3/2/23	\$26,444.28
10/23/23-10/25/23	OMN Intermission 2023 Rental Deposit	1/31/23	\$1,500.00	2/14/23	\$1,500.00
1/31/23	Project Homeless Connect	2/6/23	\$400.00	2/14/23	\$400.00
2/9/23	Seaside Chamber Auction and Awards	2/13/23	\$5,181.00	3/10/23	\$5,181.00
2/17/23-2/19/23	Collectors West Gun & Knife Show 2023	2/21/23	\$2,370.00	3/2/23	\$2,370.00
2/24/23-2/25/23	Miss Clatsop County Program 2023	2/27/23	\$800.00	3/15/23	\$800.00
2/21/23-2/23/23	Oregon Vegetation Management Conference 2023	2/28/23	\$19,185.70	3/23/23	\$19,185.70
2/26/23-3/1/23	OR Government Finance Officers 2023	3/3/23	\$62,624.90	4/3/23	\$62,624.90
3/2/23-3/4/23	Oregon Festival and Events 2023	3/8/23	\$22,505.20	4/3/23	\$22,505.20
3/6/23-3/8/23	CVNW Annual Enrichment Conference 2023	3/27/23	\$23,256.00	4/3/23	\$23,256.00



## Seaside Civic & Convention Center Sales Report April 2023

Number of Contacts: 40  
 Contracts Received: 6  
 Addendums Received: 6  
 Meetings & Trainings: 7  
 Site Tours of SCCC: 2

Cancelled Contracts: 1 July 24-August 20, 2023, Gem Bead & Mineral Show

Priority	New	Return	#Attendees	Dates
1		x	260	9/15-18/2024
1		x	275-300	4/1-4/2024
1		x	1,200	07/14-20/2025
2		x	200	4/17-18/2024
2	x		200-225	9/23-26/2024
2		x	200	5/3-5/2024
2		x	250	1/5-7/2024
2		x	250	1/3-5/2025
2		x	250	1/2-4/2026
3		x	150	2/28-3/2/2024
3	x		125-150	3/26-29/2024
4	x		60-70	9/11-13/2023

# General Managers Report

## May 11th, 2023

In May, we are scheduled to hold Twenty-Five (25) event/usage days which includes:  
**Six (6) conferences and Three (3) Civic Events.**

### Upcoming in May, we have;

May 4-5	OCNE CONFERENCE
May 6-7	SHIP AND SAVOR*
May 8-11	PEERPOCALYPSE "10 YEAR ANNIVERSARY"
May 14-17	ANNUAL FORUM ON AGING IN RURAL OREGON
May 18-21	MD 36 LIONS OF OREGON CONVENTION
May 22-25	NW REGIONAL CIT CONFERENCE
May 26-27	SOU WESTER GARDEN CLUB PLANT SALE*
May 30-31	SHS PACIFICA PROJECT PRESENTATIONS*

### Brian's two cents:

This last month we have made some significant movement forward with our air-handling replacement units for the kitchen. This project includes the replacement of the main MUA (make-up air handler) and the replacement of 55' plenums. We are shooting to complete this work by the end of August.

Our staff and building continue to receive rave reviews from our clients and attendees. Oregon Association of Student Council spring leadership conference said, *"A huge thank you to the day crew, Frank and John! And the evening guys as well, Nick, Keith, and Max. We love working with them and they always do what they can to make our program run smoothly"*.

Next month we will need to reschedule our standing Commission meeting. I will be attending my first year of a three-year Venue Management program. VMS curriculum covers various topics like event management, life safety, crowd management, and guest experience. I will be out of the office from June 3<sup>rd</sup> to June 10<sup>th</sup>, arriving back to work on June 11<sup>th</sup>.

### Economic Impact:

In April, we produced nine (9) events and two (2) civic events for twenty-nine (29) usage days with 4149 attendees, providing an economic impact of **\$4,227,075** to our Seaside business community.



## Seaside Civic and Convention Center: Economic Impact / Room Tax Revenue

Month	2019	2020	2021	2022	2023
January	\$ 670,525.00	\$ 1,259,519.00	\$ 13,397.00	\$ 289,775.00	\$ 967,660.00
February	\$ 159,118.00	\$ 1,115,551.00	\$ 987,130.00	\$ 1,897,091.00	\$ 1,202,772.00
March	\$ 1,261,332.00	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	\$ 2,025,227.00
April	\$ 3,412,611.00	\$ -	\$ 298,213.00	\$ 5,068,830.00	\$ 4,227,075.00
May	\$ 3,903,943.00	\$ -	\$ 913,027.00	\$ 1,147,357.00	
June	\$ 5,352,622.00	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	
July	\$ 1,681,435.00	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	
August	\$ 1,252,004.00	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	
September	\$ 1,907,811.00	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	
October	\$ 3,247,581.00	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	
November	\$ 5,220,893.00	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	
December	\$ 938,458.00	\$ 302,650.00	\$ 593,261.00	\$ 1,064,681.00	
<b>TOTAL</b>	<b>\$ 29,008,333.00</b>	<b>\$ 5,318,104.00</b>	<b>\$ 10,004,911.00</b>	<b>\$ 22,488,383.00</b>	
<b>Annual Facility Usage</b>	<b>213</b>	<b>96</b>	<b>168</b>	<b>244</b>	<b>247</b>
<b>Room Tax Revenue</b>					
Jan-Mar	\$ 843,846.00	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	
April-June	\$ 1,387,666.00	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	
July-Sept	\$ 2,146,082.00	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	
Oct-Dec	\$ 907,746.00	\$ 1,098,752.00	\$ 1,099,439.00		
<b>TOTAL</b>	<b>\$ 5,285,340.00</b>	<b>\$ 4,831,417.00</b>	<b>\$ 7,102,836.00</b>	<b>\$ 5,947,930.00</b>	

**Note:** On July 1, 2017 a 2% increase in transient lodging tax went into effect to fund the SCCC Expansion/Renovation Project.  
**Note:** April - June Room Tax Revenue is not official as of 9-2-22

Seaside Civic & Convention Center  
 Monthly Event Report – April 2023

#	Event	Event Days	Attendees
1	ACBL Regional Bridge Tournament	3	200
1	North Coast Roundup	5	1400
1	Association of Christian Schools Int	2	170
1	OR Scholastic Chess State Championships	2	550
1	League of Oregon Cities	3	250
1	Oregon State Elks Convention	3	700
1	OASC Spring Conference	3	500
1	OR Funeral Directors Association Conference	4	85
3	CEDR Awards	1	160
1	Ferguson Waterworks Utility Solutions Expo	2	82
3	Clatsop County Calm in the Midst of Chaos	1	52
<b>Totals: 11 Events</b>		<b>29</b>	<b>4,149</b>

	Key	Total Events	Attendees
1	Conference/Convention	9	3,937
2	Trade Show	0	0
3	Civic Event	2	212
4	Fundraiser	0	0
5	State of Oregon	0	0
<b>Totals</b>		<b>11</b>	<b>4149</b>





## 2023 BOOKING CALENDAR

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
▶ 1	2	3	4	5	6	7	▶			1	2	3	4	▶			1	2	3	4
▶ 8	9	10	11	12	13	14	▶ 5	6	7	8	9	10	11	▶ 5	6	7	8	9	10	11
▶ 15	16	17	18	19	20	21	▶ 12	13	14	15	16	17	18	▶ 12	13	14	15	16	17	18
▶ 22	23	24	25	26	27	28	▶ 19	20	21	22	23	24	25	▶ 19	20	21	22	23	24	25
▶ 29	30	31	▶ 26	27	28	▶ 26	27	28	29	30	31									

  

April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
▶						1	▶	1	2	3	4	5	6	▶				1	2	3
▶ 2	3	4	5	6	7	8	▶ 7	8	9	10	11	12	13	▶ 4	5	6	7	8	9	10
▶ 9	10	11	12	13	14	15	▶ 14	15	16	17	18	19	20	▶ 11	12	13	14	15	16	
▶ 16	17	18	19	20	21	22	▶ 21	22	23	24	25	26	27	▶ 18	19	20	21	22	23	
▶ 23	24	25	26	27	28	29	▶ 28	29	30	31	▶ 25	26	27	28	29	30				
▶ 30																				

  

July							August							September							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
▶							▶		1	2	3	4	5	▶					1	2	
▶			4	5	6	7	8	▶ 6	7	8	9	10	11	12	▶ 3	4	5	6	7	8	9
▶							▶ 13	14	15	16	17	18	19	▶ 10	11	12	13	14	15	16	
▶ 16	17	18	19	20	21	22	▶ 20	21	22	23	24	25	26	▶ 17	18	19	20	21	22	23	
▶ 23	24	25	26	27	28	29	▶ 27	28	29	30	31	▶ 24					29	30			
▶ 30																					

  

October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
▶ 1	2	3	4	5	6	7	▶			1	2	3	4	▶					1	2
▶ 8	9	10	11	12	13	14	▶ 5	6	7	8	9	10	11	▶ 3	4	5	6	7	8	9
▶ 15	16	17	18	19	20	21	▶							▶						
▶ 22	23	24	25	26	27	28	▶ 13	14	15	16	17	18	▶ 11	12	13	14	15	16		
▶ 29	30	31	▶ 19	20	21	22	23	24	25	▶ 17	18	19	20	21	22	23				
			▶ 26	27	28	29	30	▶ 24	25	26	27	28	29	30						
							▶ 31													

**YELLOW** = CONTRACTED DAYS - 223 days

Updated 5/1/2023

**RED** = CONTRACT PENDING- 0 days

**GREEN** = TENTATIVE HOLD - 14 days

**GREY** = FACILITY MAINTENANCE - 0 days





## 2024 BOOKING CALENDAR

<p style="text-align: center;">January</p> <table style="width: 100%; text-align: center;"> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td>▶</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><td>▶</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td></tr> <tr><td>▶</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td></tr> <tr><td>▶</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>▶</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>▶</td><td>31</td><td></td><td></td><td></td><td></td><td></td></tr> </table>	S	M	T	W	T	F	S	▶	1	2	3	4	5	6	▶	7	8	9	10	11	12	▶	13	14	15	16	17	18	▶	19	20	21	22	23	24	▶	25	26	27	28	29	30	▶	31						<p style="text-align: center;">February</p> <table style="width: 100%; text-align: center;"> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td>▶</td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>▶</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>▶</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>▶</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>▶</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr><td>▶</td><td>28</td><td>29</td><td></td><td></td><td></td><td></td></tr> </table>	S	M	T	W	T	F	S	▶				1	2	3	▶	4	5	6	7	8	9	▶	10	11	12	13	14	15	▶	16	17	18	19	20	21	▶	22	23	24	25	26	27	▶	28	29					<p style="text-align: center;">March</p> <table style="width: 100%; text-align: center;"> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td>▶</td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr> <tr><td>▶</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>▶</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>▶</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><td>▶</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td></tr> <tr><td>▶</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td></tr> </table>	S	M	T	W	T	F	S	▶					1	2	▶	3	4	5	6	7	8	▶	9	10	11	12	13	14	▶	15	16	17	18	19	20	▶	21	22	23	24	25	26	▶	27	28	29	30	31	
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**YELLOW** = CONTRACTED DAYS - 197 days

Updated 5/1/23

**RED** = CONTRACT PENDING - 10 days

**GREEN** = TENTATIVE HOLD - 29 days

**GREY** = FACILITY MAINTENANCE - 15 days

#11

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 07, 2023 3:52:24 PM  
**Last Modified:** Friday, April 07, 2023 3:57:24 PM  
**Time Spent:** 00:05:00  
**IP Address:** 208.56.235.34

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Calm in the Midst of Chaos</b>
Name of Evaluator	<b>Lisa Miner</b>
Email Address	<b>lminer@co.clatsop.or.us</b>
Number of Attendees	<b>52</b>
Date(s)	<b>April 6th, 2023</b>

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

**Q3**

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2023

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Average</b>
Other (please specify):	There was one toilet in the Women's restroom that looked as if it had been dirty long term.

## Seaside Civic and Convention Center 2023

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2023

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>N/A</b>
Affordability	<b>N/A</b>
Cleanliness	<b>N/A</b>
Guest Room Appearance	<b>N/A</b>
Courtesy of Front Desk Staff	<b>N/A</b>
Parking	<b>N/A</b>
Amenities	<b>N/A</b>

### Q12

**Respondent skipped this question**

Were there members of our team who provided exceptional customer service?

### Q13

**Respondent skipped this question**

Please provide any suggestions you have for improving your experience with us.

### Q14

Please comment on your overall experience while visiting Seaside.

We really appreciate your kindness and generosity in making it possible to provide this valuable training to our law enforcement community and our community partners. We appreciate you!



Seaside Civic and Convention Center 2023

**Q15**

**Repeat Customer**

How did you hear about us?

**Q16**

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 14, 2023 10:51:14 AM  
**Last Modified:** Friday, April 14, 2023 11:06:51 AM  
**Time Spent:** 00:15:36  
**IP Address:** 198.236.208.133

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Oregon Ghost Conference</b>
Name of Evaluator	<b>Rocky Smith</b>
Email Address	<b>Director@oregonghostconference.com</b>
Number of Attendees	<b>1000+</b>
Date(s)	<b>March 2023</b>

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	We have always enjoyed having our event in Seaside. The staff go out of their way to help in every way possible to make our event successful.

## Seaside Civic and Convention Center 2023

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Celeste has been a pleasure to work with. Very much supportive of our event. Always cheerful!

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>
Other (please specify):	Everything is always set up in such a professional way. Stage lighting this year really was nice and added to the professionalism!

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2023

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2023

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	As always appreciate the flexibility and support from the staff at the concession stand. Love the Grilled Cheese! Love that the staff get so into the event and love working with Roscoe! Very Happy that they did well this year and were so busy.

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	We worked with Inn at Seaside, Saltline, Riverside Inn, Eb Tide and Hi Tide. Always a good and supportive staff.

## Seaside Civic and Convention Center 2023

### Q12

Were there members of our team who provided exceptional customer service?

Tech Staff always does an amazing job. Celeste, Jennifer and Tina are always quick responding and so helpful with every aspect of our event!

### Q13

Please provide any suggestions you have for improving your experience with us.

Keep up what you are doing! One thing that helped was having a form with tech help to give to instructors. We hope this help deflect some of the asks to tech staff during the day.

### Q14

Please comment on your overall experience while visiting Seaside.

We hope to never have to move our event from Seaside. This community is so supportive and it is such a pleasure to be able to get to know so many of the local businesses owners and city leaders in the last several years.

### Q15

Respondent skipped this question

How did you hear about us?

### Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 17, 2023 2:20:36 PM  
**Last Modified:** Monday, April 17, 2023 2:41:12 PM  
**Time Spent:** 00:20:36  
**IP Address:** 50.207.98.218

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Osrc</b>
Name of Evaluator	<b>Manya Kanavalov</b>
Email Address	<b>mkanavalov@hotmail.com</b>
Number of Attendees	<b>200</b>
Date(s)	<b>March 28 and 30, 2023</b>

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	<b>Wonderful</b>

## Seaside Civic and Convention Center 2023

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Wonderful

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding
Other (please specify):	Wonderful

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	Na



## Seaside Civic and Convention Center 2023

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>
Other (please specify):	Na

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Good</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	A few issues taken care of quickly. When playing music to the pictures it went very loud into the vendor hall. One speaker was Having issues with her slide show.

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Na

## Seaside Civic and Convention Center 2023

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	Loved the food.

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	Loved the staff.

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	Na

Seaside Civic and Convention Center 2023

**Q12**

Were there members of our team who provided exceptional customer service?

Tina, Chelsea, John, his mom, the girl doing the coffee, Jeremy, Rosco. And more.

**Q13**

Please provide any suggestions you have for improving your experience with us.

None

**Q14**

Please comment on your overall experience while visiting Seaside.

It was a needed event well done. Thank you.

**Q15**

**Publication**

How did you hear about us?

**Q16**

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 17, 2023 8:00:19 PM  
**Last Modified:** Monday, April 17, 2023 8:28:15 PM  
**Time Spent:** 00:27:55  
**IP Address:** 76.115.215.111

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	Oregon Funeral Directors Association
Name of Evaluator	Wally Ordeman
Email Address	wallyordeman@gmail.com
Number of Attendees	85
Date(s)	April 3-6, 2023

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Tina was professional and personable. Genuinely wanted our success and satisfaction.

## Seaside Civic and Convention Center 2023

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Celeste has been amazing throughout our process. Very knowledgeable and I always knew she was ready to jump in to troubleshoot if needed. It wasn't ever needed!!

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Good</b>
Value	<b>Outstanding</b>
Other (please specify):	The only reason I said "good" for signage is it would have been more helpful to have better directions to our upstairs meetings.

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	The whole Operations staff were SO eager to please. I threw a couple of curveballs at them and they didn't hesitate to just make things happen. A+ group.

Seaside Civic and Convention Center 2023

**Q6**

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

**Q7**

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	Wifi was spot on. And everyone I encountered in the sound booth was professional and completely competent.

**Q8**

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	The Jennifers were amazing. When you leave a facility after 4 days and get hugs?.....you've made some friends. And they bring the professional vibe too.

Seaside Civic and Convention Center 2023

**Q9**

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Roscoe and Jeremy were amazing to work with. Every meal was spot on. And the biggest thing for me was their flexibility. Sometimes it made sense to go 15 minutes earlier for a meal....sometimes 15 later. They never batted an eye. They made it happen and the quality of the meals were outstanding.

**Q10**

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>
Other (please specify):	They were personable and well trained. Always friendly.

## Seaside Civic and Convention Center 2023

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>Good</b>
Affordability	<b>Average</b>
Cleanliness	<b>Poor</b>
Guest Room Appearance	<b>Below Average</b>
Courtesy of Front Desk Staff	<b>Good</b>
Parking	<b>Outstanding</b>
Amenities	<b>Below Average</b>
Other (please specify):	Shilo. This feedback is based on the survey we sent our attendees.

### Q12

Were there members of our team who provided exceptional customer service?

Every single one of them. Tina, Celeste, Frank, Jennifer1 and Jennifer2. And all of the others I can't put names to. I wish I could!!

### Q13

Please provide any suggestions you have for improving your experience with us.

Just the signage thing for the upstairs meetings.

### Q14

Please comment on your overall experience while visiting Seaside.

Our group loves Seaside. We'll be back.

### Q15

**Repeat Customer**

How did you hear about us?

### Q16

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.



#15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 21, 2023 3:22:48 PM  
**Last Modified:** Friday, April 21, 2023 3:31:39 PM  
**Time Spent:** 00:08:51  
**IP Address:** 73.25.122.71

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Ferguson USE Conference 2023</b>
Name of Evaluator	<b>Pat Hart</b>
Email Address	<b>Pat.Hart@Ferguson.com</b>
Number of Attendees	<b>82</b>
Date(s)	<b>4/19 &amp; 4/20</b>

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	<b>Fantastic to deal with!!</b>

## Seaside Civic and Convention Center 2023

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Very helpful!!

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>
Other (please specify):	The perfect venue for our event!

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Thank you!

## Seaside Civic and Convention Center 2023

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	Smooth process!

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Thank you!!

## Seaside Civic and Convention Center 2023

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	So many compliments received on all of the food and beverages!

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>
Other (please specify):	Everyone was great to work with!

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>Outstanding</b>
Affordability	<b>Outstanding</b>
Cleanliness	<b>Outstanding</b>
Guest Room Appearance	<b>Outstanding</b>
Courtesy of Front Desk Staff	<b>Outstanding</b>
Parking	<b>Outstanding</b>
Amenities	<b>Outstanding</b>
Other (please specify):	Holiday Inn Express was fantastic to deal with!

Seaside Civic and Convention Center 2023

**Q12**

Were there members of our team who provided exceptional customer service?

All

**Q13**

Please provide any suggestions you have for improving your experience with us.

No suggestions just a big THANK YOU!

**Q14**

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

**Q15**

Repeat Customer

How did you hear about us?

**Q16**

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#16

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, May 03, 2023 10:26:49 AM  
**Last Modified:** Wednesday, May 03, 2023 10:37:16 AM  
**Time Spent:** 00:10:26  
**IP Address:** 75.164.34.81

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	Oregon State Elks Association Convention
Name of Evaluator	Jan Jackson
Email Address	jannyjack@live.com
Number of Attendees	700
Date(s)	April 27, 28, 29, 2023

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

**Q3**

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Always attentive to our needs. Able to change plans easily.

## Seaside Civic and Convention Center 2023

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding
Other (please specify):	I personally am very proud of our Convention Center.

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

## Seaside Civic and Convention Center 2023

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	Very knowledgeable and of great assistance. We received compliments on the AV experience.

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	We were surprised at the number of people who wanted to have dinner and Roscoe was able to accommodate us beautifully. Responses we heard were "served politely, efficiently, great tasting food that was HOT"



## Seaside Civic and Convention Center 2023

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>Good</b>
Affordability	<b>Good</b>
Cleanliness	<b>Good</b>
Guest Room Appearance	<b>Good</b>
Courtesy of Front Desk Staff	<b>Good</b>
Parking	<b>Good</b>
Amenities	<b>Good</b>
Other (please specify):	Our motel rates in Seaside are very high. It is a "bone of contention" about having our Convention here. However, I did not hear any negative comments about the motels. Our members truly appreciate being able to walk rather than drive to various venues.

### Q12

Were there members of our team who provided exceptional customer service?

Celeste! Jennifer! Tina! Roscoe! The AV & set up crew!

### Q13

Please provide any suggestions you have for improving your experience with us.

We need to improve ourselves! I heard too many of our folks were requesting things that had not been previously agreed upon, or "bugged" your staff. We will be more attentive next year.

Seaside Civic and Convention Center 2023

**Q14**

Please comment on your overall experience while visiting Seaside.

I live here and all year appreciate my city.

**Q15**

**Repeat Customer**

How did you hear about us?

**Q16**

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#17

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, May 03, 2023 10:42:30 AM  
**Last Modified:** Wednesday, May 03, 2023 10:54:25 AM  
**Time Spent:** 00:11:54  
**IP Address:** 45.143.82.106

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	OASC Spring Leadership Conference
Name of Evaluator	Miles Palacios
Email Address	miles@oasc.org
Number of Attendees	~500
Date(s)	April 29 – May 1

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	I didn't get a chance to coordinate too much with Tina this time around but we did get a chance to touch base a bit on Monday. She is always an incredible support to her guests and clearly her team.

## Seaside Civic and Convention Center 2023

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Celeste is an absolute pleasure to work with. She is intentional, detail oriented, and always looking for creative solutions to support her guests.

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>
Other (please specify):	Everything was exactly as asked.

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	A huge thank you to the day crew, Frank and John! And the evening guys as well, Nick, Keith, and Max. We love working with them and they always do what they can to make our program run smoothly.

Seaside Civic and Convention Center 2023

**Q6**

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>
Other (please specify):	Amazing! Everything was set up exactly as asked prior and clean throughout the weekend.

**Q7**

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	Excellent!

**Q8**

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Jennifer and the rest of the front office staff are great!

## Seaside Civic and Convention Center 2023

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	Jeremy and Roscoe provided an excellent experience as usual!

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	Perfect!

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding

## Seaside Civic and Convention Center 2023

### Q12

Were there members of our team who provided exceptional customer service?

The night crew guys (Nick, Keith, and Max) had a tough job with all of our switch overs and timing needs. There were also some unexpected changes due to our presenters that they handled super well. And their continued communication throughout the event made it an smooth event for us. Then also Celeste needs a shout out too. They did an excellent job at pre-conference communication and support. Always thankful to work with them.

### Q13

Please provide any suggestions you have for improving your experience with us.

n/a

### Q14

Please comment on your overall experience while visiting Seaside.

Amazing! And the best experience yet.

### Q15

**Repeat Customer**

How did you hear about us?

### Q16

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.