



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda**  
**June 22, 2023 – 4 pm**

- | <b>I. CALL TO ORDER</b>                                  | <b>Term Expiration</b>                   |
|--|--|
| <b>a. Roll Call</b>                                      |  |
| 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                                 |
| <br>   |  |
| <b>II. Consensus of Agenda / Additions</b>               |  |
| <b>a. Motion to Approve</b>                              |  |
| <br>   |  |
| <b>III. Minutes from May 2023</b>                        |  |
| <b>a. Motion to Approve</b>                              |  |
| <br>   |  |
| <b>IV. Declaration of Potential Conflict of Interest</b> |  |
| <br>   |  |
| <b>V. Guest Present</b>                                  |  |
| <br>   |  |
| <b>VI. Advertising / Marketing</b>                       | <b>- Joshua Heineman / Tina Eilers</b>   |
| <b>a. Motion To Approve</b>                              |  |
| <br>   |  |
| <b>VII. Budget / Finance</b>                             | <b>- Jennifer Biamont / Brian J Owen</b> |
| <b>a. Motion to Approve</b>                              |  |
| <br>   |  |
| <b>VIII. Sales Director’s Report</b>                     | <b>- Tina Eilers</b>                     |
| <b>a. Motion to Approve</b>                              |  |
| <br>   |  |
| <b>IX. General Manager’s Report</b>                      | <b>- Brian J Owen</b>                    |
| <b>a. Motion to Approve</b>                              |  |
| <br>   |  |
| <b>X. Old Business</b>                                   | <b>-</b>                                 |
| <b>a. Building Usage Policy</b>                          | <b>Task Force (Bob P &amp; Nancy)</b>    |
| <b>b. Signage Policy</b>                                 | <b>Task Force (Bob P &amp; Nancy)</b>    |
| <br>   |  |
| <b>XI. New Business</b>                                  | <b>- Open to all</b>                     |
| <br>   |  |
| <b>XII. Correspondence</b>                               | <b>- Brian J Owen</b>                    |
| <br>   |  |
| <b>XIII. Adjournment</b>                                 |  |



**CIVIC AND CONVENTION CENTER**

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**SEASIDE CIVIC & CONVENTION CENTER COMMISSION  
REGULAR MEETING  
May 11<sup>th</sup>, 2023**

**CALL TO ORDER:**

The meeting was called to order at 4:04 p.m.

**A. Roll Call:**

• **Members Present:**

Robert Perkel  
Linda Benjamin

Dana Phillips  
Shaun Wagner

• **Members Absent:**

Erik Marston  
Nancy McCune

Robert Fuller

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

There were no changes or additions to the agenda. (Robert P/Linda)

**MINUTES OF LAST MEETING:**

There were no changes to the April 13<sup>th</sup>, 2023, minutes. The minutes were approved as presented. (Linda/Robert P)

**DECLARATION OF POTENTIAL CONFLICT OF INTEREST:**

- There were no conflicts of interest.

**ACKNOWLEDGEMENT OF GUESTS PRESENT:**

- There were no guests Present.

**COMMITTEE REPORTS:**

**A. Advertising/Marketing:**

- Joshua Heineman gave an update on the April web stats stating our users are up compared to last year. He said our organic search and referral traffic is growing in numbers year over year.
- He added an update on the banner ad on CAL-SAE website and on the MPI website banner and retargeting box ads. (Shaun/Linda)

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

- Jennifer B started with the status of the finance report through the end of April. She said we have received various payments and all clients are within their window of time for accounts receivable.
- Brian handed out a listing of our current expenditure lists and explained some of the expenses that are coming up. We are still working on getting a new financial report from the City. Shaun expressed his concern that we haven't had an official financial report from the City all year, and we are almost at the end of the fiscal year. (Robert P & Linda approved, Shaun rejected)

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

- Tina shared her activity from the month of April with contacts, contracts, meetings, and site tours.
- Tina talked about a couple new clients that have been in the building previously this year, and now they have rebooked for the future. She talked about several new client events coming up within the new year. Brian added that we have a special South Korean performance coming later this Summer.
- Tina added that she will be attending Venue Management Graduate school in June. (Shaun/Robert P)

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

- Brian started by sharing our upcoming activity schedule in May, and talked about some of the larger events that are taking place in the building.
- Brian expressed his appreciation for our crew and Oregon Fine Foods crew for stepping up to work together to accommodate clients.
- Brian shared an update on the work to be done in the kitchen with the oven power and vent system.
- Brian shared that in August we are planning some building maintenance.
- Brian said that the Economic Impact for April was over 4.2 million.
- Brian explained the new venue management Tripleseat software with a presentation to the Commission.
- Brian added that he will be attending Venue Management school in June as well.
- Brian asked that we move the June Commission meeting to later in the month. (Linda/Robert P)

## **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 5:02p.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



Account Name	Appropriation	Avg Monthly	Y to D Expenditures	Remaining	% Remaining
ADMIN COST - G/F SERVICE	\$199,301	\$16,608	\$182,692.59	\$16,608	8.33%
ADVERTISING	\$60,000	\$3,203	\$38,427.67	\$21,572	35.95%
ASSISTANT MANAGER	\$9,616	\$801	\$8,814.30	\$802	8.34%
AUDIT	\$7,900	\$0	\$6,848.60	\$1,051	13.31%
BOND INTEREST	\$556,050	\$0	\$0.00	\$556,050	100.00%
BOND PRINCIPAL	\$585,000	\$0	\$0.00	\$585,000	100.00%
BUILDING MAINTENANCE	\$35,000	\$2,698	\$23,445.70	\$11,554	33.01%
CLOTHING	\$4,000	\$635	\$2,904.36	\$1,096	27.39%
CONTINGENCIES	\$450,000	\$0	\$0.00	\$450,000	100.00%
CREDIT CARD DISCOUNT	\$1,000	(\$30)	\$32.93	\$967	96.71%
DUES & MEMBERSHIPS	\$5,000	\$344	\$3,868.00	\$1,132	22.64%
ELECTRICITY	\$65,000	\$3,926	\$48,038.58	\$16,961	26.09%
EQUIPMENT MAINTENANCE	\$12,000	\$637	\$2,549.83	\$9,450	78.75%
FICA	\$55,744	\$5,635	\$54,377.10	\$1,367	2.45%
FOOD & LIQUOR FRANCHISE	\$890,000	\$93,812	\$849,187.75	\$40,812	4.59%
GARBAGE	\$4,500	\$0	\$1,885.36	\$2,615	58.10%
GAS/DIESEL/OIL	\$500	\$4	\$826.63	(\$327)	-65.33%
GROUNDS MAINTENANCE	\$12,000	\$874	\$9,615.98	\$2,384	19.87%
HEALTH/DENTAL/LIFE INSURA	\$159,877	\$10,509	\$126,759.51	\$33,117	20.71%
HEATING FUEL	\$24,000	\$397	\$19,316.97	\$4,683	19.51%
INSURANCE	\$96,000	\$23,786	\$95,144.88	\$855	0.89%
INSURANCE SPLIT	\$3,701	\$300	\$3,000.00	\$701	18.94%
LEGAL SERVICES	\$500	\$0	\$0.00	\$500	100.00%
LONGEVITY BONUS	\$3,729	\$311	\$6,986.11	(\$3,257)	-87.35%
MAINTENANCE CONTRACTS	\$20,000	\$981	\$13,444.36	\$6,556	32.78%
MANAGER	\$98,562	\$9,577	\$93,636.00	\$4,926	5.00%
MINOR EQUIPMENT	\$50,000	\$3,039	\$27,054.15	\$22,946	45.89%
OFFICE PERSONNEL (3)	\$169,878	\$14,135	\$155,485.00	\$14,393	8.47%
OPERATIONS PERS (6)	\$350,712	\$28,961	\$321,327.00	\$29,385	8.38%
OVERTIME/HOLIDAY PAY	\$12,000	\$13,472	\$54,435.74	(\$42,436)	-353.63%
PART-TIME HELP	\$6,000	\$853	\$8,709.80	(\$2,710)	-45.16%
POSTAGE & FREIGHT	\$500	\$0	\$262.67	\$237	47.47%
PRINTING	\$2,500	\$0	\$594.75	\$1,905	76.21%
PROFESSIONAL/CONTRACTUAL	\$100,000	\$4,636	\$51,909.93	\$48,090	48.09%
PUBLICATIONS	\$150	\$0	\$135.00	\$15	10.00%
RENTALS & LEASES	\$10,000	\$94	\$257.07	\$9,743	97.43%
RETIREMENT	\$184,483	\$13,803	\$160,688.66	\$23,794	12.90%
SALES DIRECTOR	\$78,180	\$6,359	\$71,587.00	\$6,593	8.43%
SUPPLIES	\$30,000	\$2,094	\$26,520.69	\$3,479	11.60%
TELEPHONE	\$8,500	\$298	\$4,062.43	\$4,438	52.21%
TRAINING	\$5,000	\$139	\$1,326.57	\$3,673	73.47%
TRAVEL & MEETING	\$27,000	\$857	\$22,089.99	\$4,910	18.19%
UNEMPLOYMENT	\$729	\$74	\$710.77	\$18	2.50%
WORKMANS COMPENSATION INS	\$9,304	\$1,777	\$13,214.07	(\$3,910)	-42.03%
<b>Total</b>	<b>\$4,403,916</b>		<b>\$2,512,174.50</b>	<b>\$1,891,742</b>	

## Seaside Civic & Convention Center Sales Report May 2023

Number of Contacts: 53  
 Contracts Received: 21  
 Addendums Received: 15  
 Meetings & Trainings: 11  
 Site Tours of SCCC: 1

Cancelled Contracts: Rotary Club of Seaside Auction October 20-21, 2023

Priority	New	Return	#Attendees	Dates
1	x		300-500	11/22-23/2024
1		x	1000	3/27-29/2026
1		x	1000	3/24-26/2028
1		x	1000	3/23-25/2029
1		x	1000	3/22-24/2030
1		x	1000	3/21-23/2031
1		x	1000	3/19-21/2032
1		x	1000	3/25-27/2033
1		x	250	05/18-20/2023
1		x	375	4/30-5/2/2024
1		x	1000	3/19-21/2027
1	x		500	9/25-28/2023
1		x	1,200	7/9-16/2023
1		x	400-600	5/14-16/2026
1		x	300-500	6/24-30/2024
1		x	300-500	6/23-29/2025
1		x	300-500	6/22-28/2026
1		x	300-500	6/26-7/2/2028
1		x	300-500	6/25-7/1/2029
1		x	300-500	6/24-30/2030
1		x	700	6/18-21/2024
1		x	700	6/17-20/2025
1		x	700	6/16-19/2026
1		x	700	6/20-23/2028
1		x	700	6/19-22/2029
1		x	700	6/18-21/2030
1		x	700	6/17-20/2031
2		x	200	5/18-21/2025
2		x	200-250	2/13-15/2025
4		x	650	11/11-12/2024
4		x	125	11/20-21/2024
4		x	400	11/6/2024
4	x		50	7/31/2023
4		x	50-75	7/6/2023
4		x	50-75	7/27/2023
4		x	50-75	8/17/2023



# General Managers Report

## June 21st, 2023

In May, we are scheduled to hold Fourteen days (14) event/usage days which include:  
**five (5) conferences and one (1) Civic Events.**

### Upcoming in May, we have;

June 1-4 <sup>th</sup>	Sea Pac Ham Convention
June 7 <sup>th</sup> -8 <sup>th</sup>	Seaside High - Graduation
June 9 <sup>th</sup> -10 <sup>th</sup>	Encore Dance
June 20 <sup>th</sup> -23 <sup>rd</sup>	Cosa
June 26 <sup>th</sup>	CAR – Certified Residential Specialist
June 29 <sup>th</sup>	CIS Benefits Employer OE Meeting

### Brian's two cents:

I had the honor to attend Venue Management School in Tampa, Florida, early in the month. This school is considered the best professional education program for our industry. VMS (Venue Management School) consists of two separate week-long courses of intensive instruction over two years.

After completing the first two years, there is an opportunity to continue into the graduate program. Graduate Institute is an advanced education covering management theory, professional ethics, leadership, and much more. This year I was honored to watch Tina graduate and celebrate with her and her class.

### Economic Impact:

In May, we produced Six (6) events and three (3) civic events for twenty-five (25) usage days with 2213 attendees, providing an economic impact of **\$1,773,456** 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	\$ 1,773,456.00
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>\$ 10,196,190.00</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	\$ 941,655.00
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	\$ 1,198,695.00	
<b>TOTAL</b>	<b>\$ 5,285,340.00</b>	<b>\$ 4,831,417.00</b>	<b>\$ 7,102,836.00</b>	<b>\$ 7,146,625.00</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 – May 2023

#	Event	Event Days	Attendees
1	Peerpocalypse	4	800
1	MD36 Lions Conference	3	141
1	NW Regional CIT Conference	4	200
4	Sou Wester Garden Club Plant Sale	2	192
3	SHS Pacifica Project Presentations	2	400
1	Annual Forum On Aging in Rural Oregon	4	205
1	OCNE Conference	2	150
4	Sip n Savor	2	125
<b>Totals: 8 Events</b>		<b>23</b>	<b>2213</b>

	Key	Total Events	Attendees
1	Conference/Convention	5	1,496
2	Trade Show	0	0
3	Civic Event	1	400
4	Fundraiser	2	317
5	State of Oregon	0	0
<b>Totals</b>		<b>8</b>	<b>2,213</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	17
▶ 16	17	18	19	20	21	22	▶ 21	22	23	24	25	26	27	▶ 18	19	20	21	22	23	24
▶ 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	▶		1	2	3	4	5	▶					1	2
▶ 2	3	4	5	6	7	8	▶ 6	7	8	9	10	11	12	▶ 3	4	5	6	7	8	9
▶ 9	10	11	12	13	14	15	▶ 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	25	26	27	28	29	30
▶ 30	31																			

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	▶ 12	13	14	15	16	17	18	▶ 10	11	12	13	14	15	16
▶ 22	23	24	25	26	27	28	▶ 19	20	21	22	23	24	25	▶ 17	18	19	20	21	22	23
▶ 29	30	31					▶ 26	27	28	29	30			▶ 24	25	26	27	28	29	30
														▶ 31						

**YELLOW** = CONTRACTED DAYS - 230 days

Updated 6/2/2023

**RED** = CONTRACT PENDING- 0 days

**GREEN** = TENTATIVE HOLD - 2 days

**GREY** = FACILITY MAINTENANCE - 0 days



## 2024 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	▶					1	2	3	▶						1	2
▶	7	8	9	10	11	12	13	▶	4	5	6	7	8	9	10	▶	3				7	8	9
▶	14	15	16	17	18	19	20	▶	11	12	13	14	15	16	17	▶	10	11	12	13	14	15	16
▶	21	22	23	24	25	26	27	▶	18	19	20	21	22	23	24	▶	17	18	19	20	21	22	23
▶	28	29	30	31				▶	25	26	27	28	29			▶	24	25	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	2	3	4	5	6	▶				1	2	3	4	▶						1	
▶	7	8	9	10	11	12	13	▶	5	6	7	8	9	10	11	▶	2	3	4	5			
▶	14	15	16	17	18	19	20	▶	12	13	14	15	16	17	18	▶	9	10	11	12		14	15
▶	21	22	23	24	25	26	27	▶	19	20	21	22	23	24	25	▶	16	17	18	19	20	21	22
▶	28	29	30					▶	26	27	28	29	30	31	▶	23	24	25	26	27	28	29	
															▶	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	6	▶					1	2	3	▶	1	2	3	4	5	6	7
▶	7	8	9	10		12	13	▶	4	5	6	7	8	9	10	▶	8	9	10	11	12	13	14
▶	14	15	16	17	18	19	20	▶	11	12	13	14	15	16	17	▶	15	16	17	18	19	20	21
▶	21	22	23	24	25	26	27	▶	18	19	20	21	22	23	24	▶	22	23	24	25	26	27	28
▶	28	29	30	31				▶	25	26	27	28	29	30	31	▶	29	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	▶					1	2	▶	1							
▶	6	7	8	9	10	11	12	▶	3	4	5	6	7	8	9	▶		9	10	11	12	13	14
▶	13	14	15	16	17	18	19	▶	10	11	12	13	14	15	16	▶	15	16	17	18	19	20	21
▶	20	21	22	23	24	25	26	▶	17	18	19	20	21	22	23	▶	22	23	24	25	26	27	28
▶	27	28	29	30	31			▶	24	25	26	27	28			▶	29	30	31				

**YELLOW** = CONTRACTED DAYS - 215 days

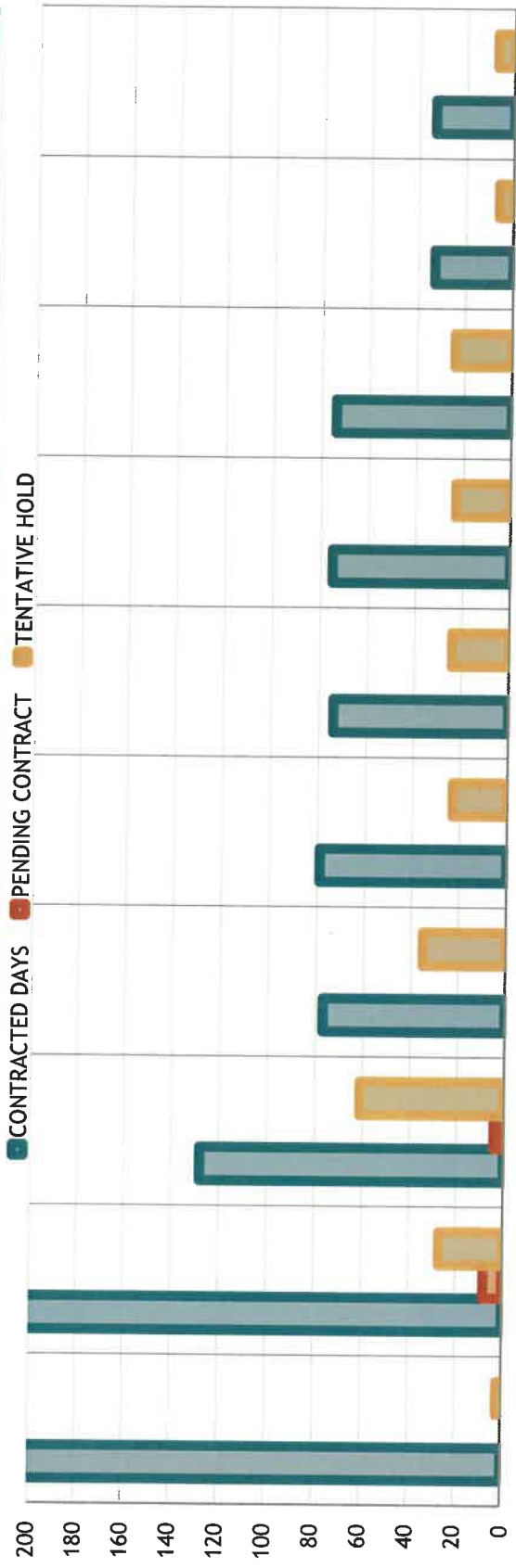
Updated 6/12/23

**RED** = CONTRACT PENDING - 2 days

**GREEN** = TENTATIVE HOLD - 27 days

**GREY** = FACILITY MAINTENANCE - 16 days

# SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
<b>CONTRACTED DAYS</b>	230	210	128	77	79	74	75	74	33	33
<b>PENDING CONTRACT</b>	0	8	4	0	0	0	0	0	0	0
<b>TENTATIVE HOLD</b>	2	27	61	35	23	24	23	24	6	7

#18

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 09, 2023 9:22:57 AM  
**Last Modified:** Tuesday, May 09, 2023 10:18:10 AM  
**Time Spent:** 00:55:13  
**IP Address:** 137.53.241.118

## Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>OCNE Nursing Education Conference</b>
Name of Evaluator	<b>Eric Vecchi</b>
Email Address	<b>vecchie@ohsu.edu</b>
Number of Attendees	<b>150</b>
Date(s)	<b>May 4 and 5</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>

**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>Outstanding</b>



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>Good</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	There was a weird conversation between Frank and our Keynote speaker, that went from Tsunamis, concealed weapon permits, and what door a mass shooter would enter the room we were in. This incident happened as she was being wired for her lecture. I found this conversation to not contribute to the positive mindset that we would want our speaker to have before walking on stage. She did not appear to have any issues with it, perhaps a tribute to her Nebraska roots. As an organizer wanting things to go perfectly, I was taken aback by the topic, and Frank was not able to take my queues to stop talking.

**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>Average</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	A change was made to one of the sign graphics, and it would have appreciated it there was communication about this in advance.

## 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>Below Average</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Good</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	For Friday lunch, there was a weird situation where tables were removed from the Pacific Room after breakfast, and then people didn't have a place to sit. The operations staff quickly added the tables back upon request. It felt like Oregon Fine Foods was overthinking it. Some of our guests likely arrived after breakfast. The tables could have just stayed the same as they were for Breakfast and everything would have been fine, and I understood that this was agreed with Roscoe or Jeremy. Kudos to Celeste and the operations staff for springing into action to resolve the issue with minimal disruption.

### 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):	GREAT FOOD! High marks reported from our dietary restricted (and pickier) attendees too!

**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	N/A
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Poor
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	I had a lot of difficulty working with Seaside Lodgings. My understanding is that this was due to their computer system not being able to take electronic reservations through the internet. Hopefully, they can fix their system so that it is easy for the guests.

**Q12**

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

Celeste was amazing. She was patient, took time to fully understand each request/situation/question, and then always responded appropriately and with a calm and friendly demeanor. She was always available, happy to help, and knew the right personnel to accomplish each task. The entire Seaside Civic & Convention Center staff worked cohesively and was great.

The afternoon AV team fixed two separate issues with projectors not turning on at the same time (1 in the Riverside and 1 in the Necanicum). Both were fixed quickly and worked well as a team to separate into the different rooms. I was very happy that they were both there.

**Q13**

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

Overall - a great experience.

**Q14**

Please comment on your overall experience while visiting Seaside.

Seaside is nice.

**Q15**

**Website**

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.

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#19

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 09, 2023 12:48:19 PM  
**Last Modified:** Tuesday, May 09, 2023 12:51:56 PM  
**Time Spent:** 00:03:36  
**IP Address:** 65.152.168.162

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>LOC Spring Conference</b>
Name of Evaluator	<b>Lisa Trevino</b>
Email Address	<b>ltrevino@orcities.org</b>
Number of Attendees	<b>300</b>
Date(s)	<b>4/25-4/26/2023</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>

**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>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>

**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>Good</b>
Courtesy	<b>Outstanding</b>

**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>Average</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**

**Respondent skipped this question**

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.

**Q12**

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

Celeste Kenneally, Jeremy Tolliver, all of the IT staff I worked with

**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.

It was a beautiful venue with very attentive staff. We enjoyed the experience and will be back when we can.

**Q15**

**Referral**

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.



#20

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 15, 2023 2:01:56 PM  
**Last Modified:** Monday, May 15, 2023 2:45:10 PM  
**Time Spent:** 00:43:14  
**IP Address:** 107.190.210.162

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Ship &amp; Savor 2023</b>
Name of Evaluator	<b>Skyler Archibald</b>
Email Address	<b>sarchibald@sunsetempire.com</b>
Number of Attendees	<b>125</b>
Date(s)	<b>5/7/2023</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>

**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>
Other (please specify):	Only small issue was the staff that worked the event did not know to start the event video at the right time. We did inform the staff of the video but there was a changeover in staff and it seemed that the need wasn't communicated.

**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>

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):	Only small issue was the staff that worked the event did not know to start the event video at the right time. We did inform the staff of the video but there was a changeover in staff and it seemed that the need wasn't communicated.

**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>

**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	N/A
Responsive to Needs	Outstanding
Presentation/Creativity	N/A
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	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A

**Q12**

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

Jennifer Travis, Celeste, Tina, Brian

**Q13**

Respondent skipped this question

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

**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.

---

# #21

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 30, 2023 11:11:45 AM  
**Last Modified:** Tuesday, May 30, 2023 11:21:24 AM  
**Time Spent:** 00:09:39  
**IP Address:** 216.161.83.197

## Page 1: Seaside Civic and Convention Center Evaluation Survey

### Q1

Please tell us about your event.

Name of Event	<b>Garden Club Plant Sale</b>
Name of Evaluator	<b>Cherita Potter</b>
Email Address	<b>cheritapotter54@gmail.com</b>
Number of Attendees	<b>at least 170 plus volunteers 22</b>
Date(s)	<b>May 26th set up 27th Sale</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>

**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>Good</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>Good</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>Good</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>N/A</b>
Timely Response	<b>N/A</b>
Knowledge	<b>N/A</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>N/A</b>
Communication Skills	<b>N/A</b>
Timely Response	<b>N/A</b>
Menu Creativity	<b>N/A</b>
Courtesy	<b>N/A</b>

---

**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>N/A</b>
Responsive to Needs	<b>N/A</b>
Presentation/Creativity	<b>N/A</b>
Properly Staffed	<b>N/A</b>
Flexibility of Staff	<b>N/A</b>
Courtesy of Staff	<b>N/A</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	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A

**Q12**

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

Celeste is always great and the two gentlemen that helped the day of our Sale were both outstanding.

**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.

Wonderful

**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.

#22

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, May 31, 2023 5:28:19 PM  
**Last Modified:** Wednesday, May 31, 2023 5:35:32 PM  
**Time Spent:** 00:07:12  
**IP Address:** 24.22.7.185

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Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Peerpocalypse</b>
Name of Evaluator	<b>Tonya Jones</b>
Email Address	<b>tjones@mhaoforegon.org</b>
Number of Attendees	<b>800</b>
Date(s)	<b>May 7-11, 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>

---

## 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 always kind and accommodating ensuring we get what we need to make it happen.

### 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>Average</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>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>Average</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Below Average</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	<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 was very attentive to the needs of my staff and attendees

### 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):	Staff was outstanding. They kept the food stocked.

### 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>Average</b>
Guest Room Appearance	<b>Average</b>
Courtesy of Front Desk Staff	<b>Outstanding</b>
Parking	<b>Outstanding</b>
Amenities	<b>Average</b>

**Q12**

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

Celeste, Jeremy, Roscoe, Brian and all the maintenance staff

---

**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.

It was amazing. Thank you

---

**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.

---

#23

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, June 01, 2023 8:42:11 AM  
**Last Modified:** Thursday, June 01, 2023 8:47:04 AM  
**Time Spent:** 00:04:52  
**IP Address:** 66.154.155.12

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Pacifica Presentations</b>
Name of Evaluator	<b>Mike Hawes</b>
Email Address	<b>mhawes@seasidek12.org</b>
Number of Attendees	<b>a lot / 300 - 400</b>
Date(s)	<b>May 30 &amp; 31</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>

**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>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):	Need lots of dongles and clickers ... we will try to provide more next year.

**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**

Respondent skipped this question

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.

**Q10**

Respondent skipped this question

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.

**Q11**

Respondent skipped this question

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.

**Q12**

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

Everyone I deal with is awesome.

---

**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.

great

---

**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.

---

#24

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, June 07, 2023 10:40:13 AM  
**Last Modified:** Wednesday, June 07, 2023 10:47:45 AM  
**Time Spent:** 00:07:31  
**IP Address:** 137.53.241.117

---

Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>Forum on Aging in Rural Oregon and Quality Workshop</b>
Name of Evaluator	<b>Laura Potter</b>
Email Address	<b>potterla@ohsu.edu</b>
Number of Attendees	<b>155 for one and 50 for the other</b>
Date(s)	<b>5/15/2023 - 5/27/2023</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):	Tina is the best - knowledgeable, flexible, and responsive.

**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):	We love working with Celeste! I especially appreciate her cool head and creative solutions when we are being a pain in the neck.

**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):	You are the best deal around, and it is such a lovely facility. One of our attendees pointed out that the design of the stairs, with the high contrast black dots, is great for elders.

**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):	Your people are extraordinary!

## 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>Good</b>
Restrooms/Cleanliness	<b>Outstanding</b>
Other (please specify):	There were some issues with nonfunctional mics, according to our staff, and we didn't have enough of them in the Pacific Room, but that was probably our fault for not asking for more.

### 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):	We will instruct our staff to keep their mitts off the sound settings next time we are there.

### 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	<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):	Rosco and Jeremy are both fantastic! Really appreciated the in-person direction of people to the buffet tables holding the food they had ordered.

### 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>Good</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):	All the catering staff were fantastic!

### 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>Good</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>Average</b>
Other (please specify):	Our staff stayed at the Saltline and basically liked it very much. It's expensive, but then, so are most places, and we were glad to be so close.

**Q12**

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

Celeste, Jeremy, Rosco, Tina, Frank - thank you so much!

---

**Q13**

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

We just need to be clearer about our mic needs.

---

**Q14**

Please comment on your overall experience while visiting Seaside.

Very nice!

---

**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.

---

#25

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, June 12, 2023 9:35:37 PM  
**Last Modified:** Tuesday, June 13, 2023 10:09:56 AM  
**Time Spent:** 12:34:18  
**IP Address:** 50.53.108.238

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Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>MD 36 Lions of Oregon State Convention</b>
Name of Evaluator	<b>Joyce Anderson</b>
Email Address	<b>lionjo45@gmail.com</b>
Number of Attendees	<b>141</b>
Date(s)	<b>5/18-20/2023</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>Good</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	This was easy because we already had a signed contract from 4 years prior.

---



## 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>Good</b>
Timely Response	<b>Good</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Our work schedules did not always mesh but she made herself available for a walkthrough on a Saturday when another event was happening so we could meet.

### 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 signage was mostly our problem and not having enough information for your staff to use.

### 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>Good</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<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>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>

**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>Below Average</b>
Timely Response	<b>Below Average</b>
Menu Creativity	<b>Good</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Our email was lost somewhere between Seaside and Beaverton and we had to do last minute decisions because we didn't have final BEOs.

**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 and very helpful and responsive to our needs.

**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>Outstanding</b>
Cleanliness	<b>Good</b>
Guest Room Appearance	<b>Good</b>
Courtesy of Front Desk Staff	<b>Outstanding</b>
Parking	<b>Outstanding</b>
Amenities	<b>Good</b>
Other (please specify):	Inn at Seaside

**Q12**

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

Jeremy, both Jennifer's and Celeste. Everyone was very friendly, helpful and knows how to make it work for the customer. It's so nice to have the whole package in one place and the remodeled facility is very beautiful.

**Q13**

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

Sometimes it might be better for your staff to be more aggressive with communications with clients as the event gets closer.

**Q14**

Please comment on your overall experience while visiting Seaside.

Seaside is a great place to go for relaxation and well as for a convention. It's too bad that the economy has forced hotel pricing to be so expensive especially on the weekend.

**Q15**

**Repeat Customer**

How did you hear about us?

**Q16**

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

Name	<b>Joyce Anderson</b>
Business	<b>Lions Convention</b>
Phone	<b>503-901-0528</b>
Email Address	<b>lionjo45@gmail.com</b>

#25

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, June 12, 2023 9:35:37 PM  
**Last Modified:** Tuesday, June 13, 2023 10:09:56 AM  
**Time Spent:** 12:34:18  
**IP Address:** 50.53.108.238

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Page 1: Seaside Civic and Convention Center Evaluation Survey

**Q1**

Please tell us about your event.

Name of Event	<b>MD 36 Lions of Oregon State Convention</b>
Name of Evaluator	<b>Joyce Anderson</b>
Email Address	<b>lionjo45@gmail.com</b>
Number of Attendees	<b>141</b>
Date(s)	<b>5/18-20/2023</b>

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**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>Good</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	This was easy because we already had a signed contract from 4 years prior.

## 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>Good</b>
Timely Response	<b>Good</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Our work schedules did not always mesh but she made herself available for a walkthrough on a Saturday when another event was happening so we could meet.

### 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 signage was mostly our problem and not having enough information for your staff to use.

### 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>Good</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<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>Outstanding</b>

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**Q7**

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Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
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**Q8**

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