



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
September 14th, 2023 – 4 pm**

- I. CALL TO ORDER** **Term Expiration**
- 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 August 17th, 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. Motion to Approve**
- X. Old Business**
- XI. New Business** **- Open to all**
- XII. Correspondence** **- Brian J Owen**
- XIII. Adjournment**



CIVIC AND CONVENTION CENTER

**SEASIDE CIVIC & CONVENTION CENTER COMMISSION
REGULAR MEETING
August 17th, 2023**

CALL TO ORDER:

The meeting was called to order at 4:00 p.m.

A. Roll Call:

• **Members Present:**

Nancy McCune

Robert Perkel

Dana Phillips

Linda Benjamin

Shaun Wagner

• **Members Absent:**

Robert Fuller

Erik Marston

B. Consensus of Agenda/Additions:

There were no additions to the agenda. (Shaun/Dana)

MINUTES OF LAST MEETING:

There were no changes to the July 13th, 2023, minutes. The minutes were approved as presented. (Dana/Shaun)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

- There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

- There were no guests Present. Seth Morrisey was present as City Council liaison.

COMMITTEE REPORTS:

A. Advertising/Marketing:

- Tina started with updates on our website stats for July and stated that our users are up 39% over last year. Tina said this traffic is most likely a result of the It's On-Target geofencing banner campaign. She added that from this campaign our website had 560 visitors and 559 were new users according to the Google Analytics report.
- Tina highlighted the organic website traffic was up 31%, meaning the users came to our website without advertising. Tina added an update on direct traffic and referral traffic impressions and click thrus.
- Tina shared an update on our MPI campaign ad and retargeting box ad with impressions and click thrus.

- Tina talked about the campaign with Cal-SAE "Executive" Fall issue publication and their website. Tina added that we will be in the Fall/Winter campaign in the Cal-SAE Meeting and Event Planners guide.
- Tina shared that she will be going to the OSU Suppliers Showcase and Expo in October. She added this is a small Trade show that targets events and conferences through the conference association at Oregon State University.
- Brian shared that we have been working on making all our materials, logos, colors, and slogans look similar. We are redesigning our business cards to follow this consistency. (Robert P/Linda)

B. Budget/Finance:

- Jennifer B started with the status of the accounts receivable report through the end of July. She said she is finishing up the end of the fiscal year and upcoming fiscal year financial reports.
- Jennifer B explained that we are transitioning over to Triple Seat software and moving our digital files out of our old storage space, and that this change will save our department over \$5500 a year.
- Jennifer B talked about the upgrade to the scheduling software for the menu boards and added Oregon Fine Foods has a new Point of Sale system.
- Jennifer B shared that our annual welcome cards are distributed out to local businesses for display.
- Brian talked about the new look to the weekly calendar email and how it links back to our website. Brian explained that this helps local restaurants and hotels prepare for the next two weeks.
- Brian shared we have a new financial report generated from the City. Shaun & Dana expressed that they are Thankful for the financial report from the City. (Shaun/Dana)

SALES DIRECTOR'S REPORT:

- Tina shared her activity for the month of July with contacts, contracts, meetings, trainings, addendums, and a site tour.
- Tina highlighted her site tour with Englund Marine. She said they have contracted to have their 80th Anniversary celebration at our facility.
- Tina talked about the two cancellations, The Pouring at the Coast, and the Oregon Grand Lodge of A.F. and A.M.
- Tina said she is excited that the Special Districts Association of Oregon conference is booked for February 2026.
- Tina shared that the South Korean meeting & performance went well. Seth added that the Council meeting went great and there was a good turnout of people for the performance.
- Tina explained her transition to Triple Seat software, and that it is taking some time to get things sorted out for our specific process. (Robert P/Linda)

GENERAL MANAGER'S REPORT:

- Brian started by talking about our upcoming activity in September.
- Brian stated that the Economic Impact for July was over 3.2 million.

- Brian shared that our staff has been working on cleaning and maintenance. He added that we had a Company come in and do some work on our air walls, and our crew has fixed some major wall repairs that needed maintenance.
- Brian added that we have purchased some new audio equipment and did a show and tell with each item. He said currently we do not charge the client for this equipment usage but may charge the client in the future. He added that every other venue charges the client for audio equipment usage.
- Brian showed the Commission our new maintenance equipment purchased for Operations and the equipment we looked at in a demonstration.
- Brian showed a video and talked about the HVAC project status.
- Brian stated he is working with Zack, the Financial Director at the City, regarding Request for Proposal's to breakdown the purchases of specific items.
- Brian shared that we are working on being more sustainable. Starting with garbage liners that are less cost and a stronger bag.
- Brian highlighted the contacts he made at the IVAM conference in Pittsburg and the value it could bring to our team.
- Brian talked about the trash compactor overhaul. He added that the kitchen has lost two out of the three ovens and this is going to be a major purchase in the near future.
(Shaun/Dana)

OLD BUSINESS:

NEW BUSINESS:

CORRESPONDENCE:

There were no returned surveys to review.

ADJOURNMENT:

The meeting was adjourned at 4:54p.m.

CITY OF SEASIDE
 STATEMENT OF EXPENDITURES, ENCUMBRANCES & APPROPRIATIONS
 CONVENTION CENTER
 AS OF 08/2023

	APPROPRIATIONS (REVISED)	MONTH-TO-DATE EXPENDITURES	YEAR-TO-DATE EXPENDITURES	OUTSTANDING ENCUMBRANCES	UNENCUMBERED BALANCE	EXPENDED and ENCUMBERED \$
108-0454-000-001-000 Salaries and Wages MANAGER	764356.00		8522.00		764356.00	
108-0454-000-001-002 SALES DIRECTOR		8522.00	8522.00		-8522.00	
108-0454-000-001-003 ASSISTANT MANAGER		6856.00	6856.00		-6856.00	
108-0454-000-001-004 OPERATIONS PERS (6)		894.80	894.80		-894.80	
108-0454-000-001-005 PART-TIME HELP		30550.00	30550.00		-30550.00	
108-0454-000-001-006 OFFICE PERSONNEL (3)		323.63	323.63		-323.63	
108-0454-000-001-050 FICA		15175.00	15175.00		-15175.00	
108-0454-000-001-051 HEALTH/DENTAL/LIFE INSURA	60044.00	4724.84	4724.84		55319.16	7.86
108-0454-000-001-052 RETIREMENT	166467.00	12369.02	12369.02		154097.98	7.43
108-0454-000-001-053 WORKMANS COMPENSATION INS	206906.00	15538.56	15538.56		191367.44	7.50
108-0454-000-001-054 UNEMPLOYMENT	1070.00	895.33	895.33		174.67	83.67
108-0454-000-001-056 INSURANCE SPLIT	764.00	61.76	61.76		702.24	8.08
108-0454-000-001-058 OVERTIME/HOLIDAY PAY	4000.00	200.00	200.00		3800.00	5.00
108-0454-000-001-059 LONGEVITY BONUS	15000.00	50.00	50.00		14950.00	.33
108-0454-000-001-070 PAID FAMILY LEAVE	5536.00	450.98	450.98		5085.02	8.14
TOTALS FOR PERSONNEL SERVICES	3057.00	273.70	273.70		2783.30	8.95
	1227200.00	96885.62	96885.62		1130314.38	7.89
108-0454-000-006-012 PUBLICATIONS	150.00				150.00	
108-0454-000-006-013 SUPPLIES	30000.00	2704.13	2704.13		27295.87	9.01
108-0454-000-006-014 MINOR EQUIPMENT	40000.00	7561.37	7561.37		32438.63	18.90
108-0454-000-006-015 GAS/DIESEL/OIL	1000.00				1000.00	
108-0454-000-006-016 CLOTHING	4000.00				4000.00	
108-0454-000-006-019 EQUIPMENT MAINTENANCE	12000.00	2906.93	2906.93		9093.07	24.22
108-0454-000-006-020 GROUNDS MAINTENANCE	12000.00	883.33	883.33		11116.67	7.36
108-0454-000-006-021 BUILDING MAINTENANCE	35000.00	5163.40	5163.40		29836.60	14.75

CITY OF SEASIDE
 STATEMENT OF EXPENDITURES, ENCUMBRANCES & APPROPRIATIONS
 CONVENTION CENTER
 AS OF 08/2023

	APPROPRIATIONS (REVISED)	MONTH-TO-DATE EXPENDITURES	YEAR-TO-DATE EXPENDITURES	OUTSTANDING ENCUMBRANCES	UNENCUMBERED BALANCE	EXPENDED and ENCUMBERED %
108-0454-000-006-022	20000.00				20000.00	
MAINTENANCE CONTRACTS						
108-0454-000-006-026	5000.00	295.12	295.12		4704.88	5.90
TELEPHONE						
108-0454-000-006-027	60000.00	5690.55	5690.55		54309.45	9.48
ELECTRICITY						
108-0454-000-006-028	25000.00	324.47	324.47		24675.53	1.29
HEATING FUEL						
108-0454-000-006-029	3000.00	811.49	811.49		2188.51	27.04
GARBAGE						
108-0454-000-006-030	500.00	1160.00	1160.00		-660.00	232.00
LEGAL SERVICES						
108-0454-000-006-031	100000.00	5053.43	5053.43		94946.57	5.05
PROFESSIONAL/CONTRACTUAL						
108-0454-000-006-033	7500.00	680.00	680.00		6820.00	9.06
AUDIT						
108-0454-000-006-034	100000.00				100000.00	
INSURANCE						
108-0454-000-006-035	2500.00				2500.00	
PRINTING						
108-0454-000-006-036	500.00	66.56	66.56		433.44	13.31
POSTAGE & FREIGHT						
108-0454-000-006-037	10000.00				10000.00	
RENTALS & LEASES						
108-0454-000-006-039	45000.00	6489.21	6489.21		38510.79	14.42
ADVERTISING						
108-0454-000-006-048	875000.00	20828.11	20828.11		854171.89	2.38
FOOD & LIQUOR FRANCHISE						
108-0454-000-006-050	1000.00	-188.90	-188.90		1188.90	-18.89
CREDIT CARD DISCOUNT						
108-0454-000-006-060	25000.00				25000.00	
TRAVEL & MEETING						
108-0454-000-006-061	5000.00	200.00	200.00		4800.00	4.00
DUES & MEMBERSHIPS						
108-0454-000-006-063	20000.00	90.00	90.00		19910.00	.45
TRAINING						
TOTALS FOR MATERIALS & SERVICES	1439150.00	60719.20	60719.20		1378430.80	4.21
108-0454-000-009-001	615000.00				615000.00	
BOND PRINCIPAL						
108-0454-000-009-002	526050.00				526050.00	
BOND INTEREST						
TOTALS FOR DEBT SERVICES	1141050.00				1141050.00	
108-0454-000-010-001	388368.00				388368.00	
ADMIN COST - G/F SERVICE						

CITY OF SEASIDE
 STATEMENT OF EXPENDITURES, ENCUMBRANCES & APPROPRIATIONS
 CONVENTION CENTER
 AS OF 08/2023

	APPROPRIATIONS (REVISED)	MONTH-TO-DATE EXPENDITURES	YEAR-TO-DATE EXPENDITURES	OUTSTANDING ENCUMBRANCES	UNENCUMBERED BALANCE	EXPENDED and ENCUMBERED *
TOTALS FOR INTERFUND TRANSFERS	388368.00				388368.00	
108-0454-000-011-001						
CONTINGENCIES	300000.00				300000.00	
108-0454-000-011-002						
ENDING FUND BALANCE	10368504.00				10368504.00	
TOTALS FOR OPERATING CONTINGENCIES	10668504.00				10668504.00	
108-0454-000-012-001						
Interfund loan - FIRE EQU	1250000.00				1250000.00	
108-0454-000-012-002						
Interfund loan - Water	900000.00				900000.00	
TOTALS FOR ENDING FUND BALANCE	2150000.00				2150000.00	
TOTALS FOR CONVENTION CENTER	17014272.00	157604.82	157604.82		16856667.18	.92

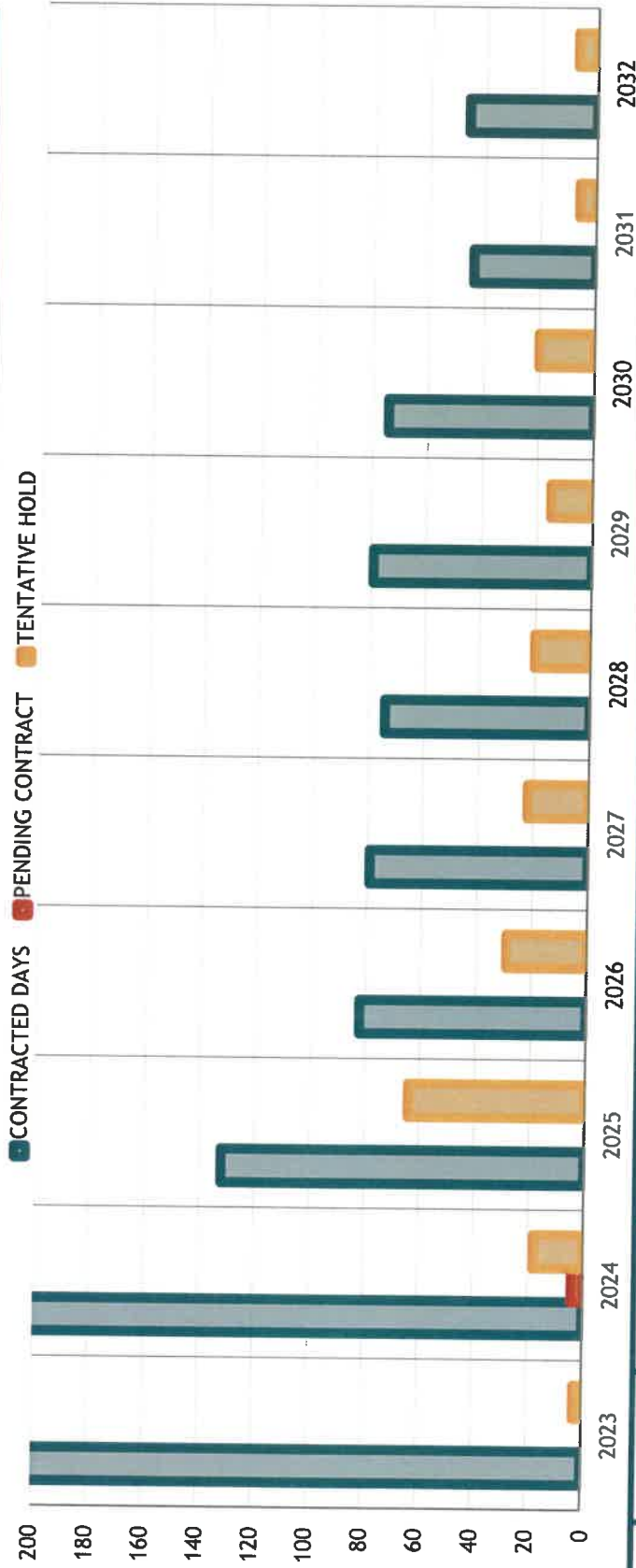
Seaside Civic & Convention Center August 2023 Sales Report

Number of Contacts: 57
 Contracts Received: 4
 Addendums Received: 5
 Meetings & Trainings: 8
 Site Tours of SCCC: 2

Cancelled Contracts: 1 September 11-13, 2023, United Steelworkers Sub Dist 3 Annual Meeting

Priority	New	Return	Attendees	Dates	Event
1		x	600	5/5-9/2024	Addendum Peerpocalypse! 2024 Adding Sunday May 5, 2024 As A Move-In Day
2		x	200	3/18-20/2025	Addendum ACBL Spring Sectional & I/N Regional Bridge Tournament Switch Dates From March 28-30, 2025 TO March 18-20, 2025
3		x	200	4/5-6/2024	Annual Oregon Onsite Wastewater Conference 2024
4		x	400	6/7-8/2024	Addendum Encore Dance Recital 2024 Switch Dates From: June 14-15, 2024 to: June 7-8, 2024
4	x		700	6/14-16/2024	Addendum The Brittany Newton-Miller Foundation Coast Spotlight Talent Show Fundraiser 2024 Switch Dates From June 6-8, 2024 to June 14-16, 2024
4		x	80	9/9/2023	Addendum SHS Class of 73' Reunion September 9, 2023 Add Building Hour Usage 1:30pm-11:00pm
4		x	15	9/12/2023	City of Seaside EPREP Meeting September 2023
4		x	50	11/16/2023	Clatsop County Sheriff's TIO Law Enforcement Training 2023
4		x	50-75	10/16/2023	CAR Realtor Code of Ethics & Professional Standards Training 2023

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	227	233	132	82	79	74	79	74	44	46
PENDING CONTRACT	0	4	0	0	0	0	0	0	0	0
TENTATIVE HOLD	3	18	64	29	22	20	15	20	6	7



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 - 227 days

Updated 9/5/2023

RED = CONTRACT PENDING - 0 days

GREEN = TENTATIVE HOLD - 3 days

GREY = FACILITY MAINTENANCE - 0 days

General Managers Report - for August 2023

In August, we are scheduled to hold nine days (9) event/usage days which include:
Two (2) Conferences and One (1) Civic Events.

Economic Impact: \$602,683.00 to our Seaside Business Community.

Upcoming in September, we have;

Sept 2nd	Chinook Co-Stewardship Community Celebration
Moved to Oct 21st	
Sept 6-8 th	Head Start/ Early Head Start Pre-Service
Sept 9 th	SHS Class of 73 Reunion
Sept 10 th	SHS Class of 63 Reunion
Sept 11-13th	United Steel Workers Sub-District 3 Training
Canceled	
Sept 14-17 th	Oregon Society of Physician Assistants
Sept 18-21 st	Pacific Coast Shellfish Grower's Association
Sept 22-24 th	It's a She Thang
Sept 25-28 th	VR In-Service Conference
Sept 29-Oct 1 st	American Society of Allergy Nurses

Brian's two cents:

I am honored to work with a committed and caring Seaside Civic & Convention Center team. Having firsthand experience of positive customer service engagement and creating a safe environment is sometimes overwhelming.

August is usually our slowest event month, with only nine scheduled event days. A large part of our Operations team's focus was on building maintenance. A freshening of the Seaside Rooms A, B, and C was the first step. Repainting and repairing all walls in our updated white color was part of this project. In addition to removing all old wall plates and A/V controls, they installed our now standard connections. The Operations team repaired and refreshed areas in our main lobby area and the Necanicum Room.

We added a new tool to our weekly and as-needed cleaning arsenal. The new carpet spotter has proven to be an effective tool for improving cleaning standards. In September, we will add a cordless vacuum to our fleet of carpet care tools. This tool will allow us to be more productive and, with its HEPA rating, keep our team safe.

In our office, our team has been working vigorously on workflows within Tripleseat, our event management software. In the coming months, we will begin using Tripleseat daily. The fact that all our team members will be using the same software is an exciting prospect for me.

Seaside Civic & Convention Center

Monthly Event Report – August 2023

#	Event	Event Days	Attendees
3	CAR Clatsop County Webmaps	1	75
1	OAWU	4	175
1	OSP CJIS Training	4	375
Totals: 3 Events		9	625

	Key	Total Events	Attendees
1	Conference/Convention	2	550
2	Trade Show	0	
3	Civic Event	1	75
4	Fundraiser	0	
5	State of Oregon	0	
Totals		3	625

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	\$ 3,403,889.00
July	\$ 1,681,435.00	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	\$ 3,217,944.00
August	\$ 1,252,004.00	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	\$ 602,683.00
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	
TOTAL	\$ 29,008,333.00	\$ 5,318,104.00	\$ 10,004,911.00	\$ 22,488,383.00	
Annual Facility Usage	213	96	168	257	
Room Tax Revenue					
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	\$ 1,625,482.00
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	
TOTAL	\$ 5,285,340.00	\$ 4,831,417.00	\$ 7,102,836.00	\$ 7,146,625.00	

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

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 25, 2023 11:43:07 AM
Last Modified: Friday, August 25, 2023 11:47:09 AM
Time Spent: 00:04:02
IP Address: 199.193.232.80

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	OAWU Seaside summer classic conference
Name of Evaluator	Jason Green
Email Address	Jgreen@OAWU.net
Number of Attendees	150 - 200 plus
Date(s)	August 20-24, 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

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

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

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	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding

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	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

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

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	Average
Affordability	Average
Cleanliness	Average
Guest Room Appearance	Average
Parking	Poor
Amenities	Average

Q12

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

All are fantastic. Thank you!

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.

A plus

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.

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 11, 2023 12:22:19 PM
Last Modified: Monday, September 11, 2023 12:50:17 PM
Time Spent: 00:27:58
IP Address: 47.7.11.115

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Seaside High Class of 63 Reunion
Name of Evaluator	K. Jennings
Email Address	mskcjen@gmail.com
Number of Attendees	50
Date(s)	Sept. 10, 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	N/A
Communication Skills	N/A
Timely Response	N/A
Knowledge of Facility	N/A
Courtesy	N/A

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

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

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	N/A
Technical Knowledge	N/A
Sound Equipment	N/A
Lighting Equipment	N/A
WIFI Experience	N/A

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	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

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

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):	The table wait staff was outstanding, so friendly and good at what they do. Also, this includes at the bar.

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

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

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

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.