

Event Service Delivery Standards – August 2017

Venue Services – Facilities Management, Estates Services

Venue Customer Charter

We recognise that everyone who interacts with us is entitled to the same exceptional levels of customer service. We therefore make the following commitment to all our customers to ensure outstanding quality of service:

- **Proactive assistance with the organization of your event**

Our Venue management team is there to help you with every aspect of your event from initial enquiry through to post-event evaluation

- **Dedicated, professional, well trained staff on site during your event**

We will provide a dedicated Duty Manager for your event and ensure that any problems during the event are dealt with promptly and efficiently. Staff will take part in regular training to ensure the highest quality of customer service. Our staff wear uniforms and will identify themselves to customers.

- **A venue that complies with all relevant health and safety legislation**

All relevant health and safety requirements are checked and signed off on a weekly basis

- **A clean and comfortable environment for your event**

The venue is cleaned daily, and all areas undergo daily checks by the Venue management and Facilities team.

- **Catering and AV equipment that meets your needs**

Our partners provide quality services which aim to meet your needs. We will communicate your requirements fully and promptly to ensure the smooth running of your event

- **Continuously improvement of our service**

One of our key aims is that 9 out of 10 customers would book the venue again for their event.

- **Transparency, clarity and timeliness in all financial matters**

We will communicate prices upfront and any changes to our pricing structure will be communicated in a timely manner.

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Delivery Standard – Oxford University Event Venues	Target	Current performance	How is it monitored?	Comments
Respond to venue enquiries within 2 working days	95%	96%	Via room booking software (Planon).	Performance is being exceeded.
Provide a quotation no later than 1 week after the initial enquiry, subject to customer requirements	95%	96%	Via room booking software (Planon).	Performance is being exceeded.
Confirm final details of the event with the customer at least 2 weeks in advance of the event date	95%	N/A	Will be monitored via room booking software (Planon).	Performance is not being met. New member of staff will start tracking this for 2017 onwards
Achieve a 'good' or 'excellent' rating for the venues cleanliness	95%	97.5%	Individual customer feedback forms.	Performance is being exceeded.
Send final invoice no later than 14 working days from when the customer event ends	95%	98%	Internal customer records	Performance is being exceeded.
Provide an annual update for customers on services and price increases for future years	100%	100%	Copies of annual customer letters are kept on file.	Annual customer letter was sent in Nov 2017.

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Event Standards for Quality of Service

Standard	2017	2018 target	Comments
Satisfaction with the quality of service <i>Average out of 10</i>	9.1	9 out of 10 customers would recommend our service	
Consulting customers during the planning of their event	91%	95%	To be reviewed August 2018
Flexibility of staff in meeting customer needs	84%	95%	To be reviewed August 2018

These standards are measured using feed-back from customer feed-back forms.