

## EASD 2008 - Customer Satisfaction Report

		1	2	3	4	5	TOT
		poor	mediocre	sufficient	good	excellent	
1	How has Rome, as conference venue, influenced your decision to participate in EASD 2008?	7	5	9	35	41	97
		7,22%	5,15%		36,08%	42,27%	
		12,37%		9,28%	78,35%		
2	What is your overall impression about this edition of EASD?	1	9	29	47	20	106
		0,94%	8,49%		44,34%	18,87%	
		9,43%		27,36%	63,21%		
3	How did you enjoy the museum nights during EASD 2008 meeting?	2	5	6	24	14	49
		4,08%	10,20%		48,98%	28,57%	
		14,29%		12,24%	77,55%		
4	How is your overall impression about Nuova Fiera di Roma as conference venue (cleanness, efficiency and organisation)?	21	14	17	33	13	98
		21,43%	14,29%		33,67%	13,27%	
		35,71%		17,35%	46,94%		
5	How do you consider the efficiency, helpfulness and courtesy of the staff?	3	10	22	46	25	106
		2,83%	9,43%		43,40%	23,58%	
		12,26%		20,75%	66,98%		
6	How do you judge the quality of the accommodation service?	3	12	30	22	17	84
		3,57%	14,29%		26,19%	20,24%	
		17,86%		35,71%	46,43%		
7	How was the quality of your hotel	7	7	29	34	17	80
		8,75%	8,75%		42,50%	21,25%	
		17,50%		36,25%	63,75%		
	<b>grey = poor + mediocre</b>						
	<b>blu = sufficient</b>						
	<b>red = good + excellent</b>						
		44	62	142	241	147	636
		6,92%	9,75%		37,89%	23,11%	
		16,67%		22,33%	61,01%		