

e-mailed to people marked (L)

FROM: Pouria Abbassi, P.E.
CLIENT SURVEY RESPONSE

- P. Hill
- M. Aquino
- P. Guinness
- D. Gornicki
- G. Rosicky
- E. Flores
- D. Bell
- J. Davis
- C. Del Poso
- S. Hekmat
- D. Nakamura
- V. Narvaez
- M. Pietri

YOUR COMMENTS PLEASE...

Mr. Dave Geoffrey
Southern California Boat Show
South HJK
February 18, 2010 (Jacqui Davis)
ID: 11420

1. Licensing the use of the Convention Center was handled in a courteous and efficient manner by the Convention Center Marketing staff.

Yes No

Comment: AS ALWAYS

2. The Convention Center license and related material were received promptly after the reservation was confirmed.

Yes No

Comment: AS ALWAYS

3. The Event Manager assigned to assist you in planning the use of the Convention Center returned calls and responded to your inquiries in a timely manner.

Yes No

Comment: AS ALWAYS

4. Your pre-event instructions and requirements for your event provided to the Event Manager had been carried out to your satisfaction when you arrived at the Convention Center.

Yes No

Comment: AS ALWAYS

5. The Event Manager was helpful prior to the event and provided adequate support during the event.

Yes No

Comment: AS ALWAYS

6. The various areas of the Convention Center, including exhibit halls, public spaces, meeting rooms, food service areas and restrooms, were clean and in good condition.

Yes No

Comment: AS ALWAYS 5/13/10

GREAT JOB! *Theresa Dave Geoffrey*

RECEIVED

MAY 17 2010

LA CONVENTION CENTER

7. The meeting rooms and equipment (chairs, tables, staging, etc.) provided by the Convention Center were in good condition and set correctly to your satisfaction.

Yes No

Comment: AS ALWAYS

8. During the event, the Convention Center staff responded to your request for changes or additional items in a timely manner.

Yes No

Comment: AS ALWAYS

9. The services provided by the Convention Center (electrical, telecommunication, cleaning and plumbing) were installed or provided in a timely manner.

Yes No

Comment: AS ALWAYS

IF FOOD AND BEVERAGE SERVICE WAS ORDERED, PLEASE CONTINUE

10. The food service staff provided information when requested and returned calls in a timely manner.

Yes No

Comment: EXCEPTIONAL!

11. The food service staff was helpful in planning the food and/or beverage services for your event.

Yes No

Comment: AS ALWAYS

12. The food and beverage were delivered at the correct time, were attractively set and of good quality.

Yes No

Comment: AS ALWAYS

PLEASE RETURN TO: *Pouria Abbassi, P.E.
General Manager & CEO
Los Angeles Convention Center
1201 South Figueroa Street
Los Angeles, CA 90015*



Since 1956

Dedicated to the promotion and development of the recreational boating industry.

May 14, 2010

Pouria Abbassi, CEO
Los Angeles Convention Center
1201 South Figueroa Street
Los Angeles, CA 90015

Reference: 2010 Los Angeles Boat Show Survey/Comments

Dear Pouria:

I received the form you sent on May 10th, regarding comments for this year's Los Angeles Boat Show and services provided by the Los Angeles Convention Center.

I find myself answering positive to each and every category. Accordingly, I would just like to say the service at the Los Angeles Convention Center was exceptional and has been so for the past three years.

The staff is always professional, friendly and forever going out of their way to make sure our needs as tenants are met. Congratulations on your fine team of professionals and we look forward to many more years working together.

Sincerely,

A handwritten signature in black ink that reads "Dave Geoffroy". The signature is written in a cursive, flowing style.

Dave Geoffroy
Executive Director

