

Analysis of Evaluation Forms

Lunch – Plough & Horses – 27 January 2004

Total number of respondents – 21 (41%)

Size of business represented (measured by number of employees)

Self Employed	0
Under 5	6
5 to 10	3
11 to 20	5
21 to 30	1
31 to 40	0
41 to 50	2
51 to 100	2
Over 100	2

Companies with own website – 16 (76%)

Q1. Has this Business Lunch been of use to you?

A resounding 100% agreed it had been of use to them.

Q2. How would you rate the quality of the venue?

76% (16) agreed the venue was either excellent or good and a further 10% (2) felt it was fair. Nobody considered it to be a poor venue.

Q3. How would you rate the quality of the food?

81% (17) agreed the quality of the food was either excellent or good and a further 14% (3) felt it was fair. Nobody considered the food poor.

However there were a number of valid comments to be considered for future events;

- ◆ *Only hot food available – no cold/salad alternative*
- ◆ *Food not labelled – confusing for vegetarians*
- ◆ *Wider choice for vegetarians*
- ◆ *Cold buffet preferred*

Q4. How would you rate the quality of the presentations?

71% (15) agreed the quality of the presentations was either excellent or good. Significantly though 29% (6) did not answer this question.

- ◆ *One person commented that the presentations started too late as a number of people had already left before they started.*

Q5. Overall, how would you rate the content of the meeting?

81% (17) agreed the content was either excellent or good. 19% (4) did not answer this question.

Q6. What do you feel you have benefited most from this lunch?

<i>Gained business contacts that may help me in the future</i>	67% (14)
<i>Gained knowledge did not previously have</i>	62% (13)
<i>Shared experiences with like minded individuals</i>	57% (12)
<i>Gained new customer contacts</i>	33% (7)
<i>Already had knowledge of topic but learnt more from today</i>	14% (3)

Q7. Was there anything you have learned today that you will look to implement or achieve in your business in the future?

Overall only 57% (12) respondents answered this question of which 5 answered yes and 7 no.

Q8. What topics would you like to see included in future business meetings?

<i>E-Business Strategies</i>	33% (7)
<i>Regulations applicable to small/medium businesses</i>	33% (7)
<i>Tax benefits of incorporation (for small businesses)</i>	33% (7)
<i>Direct Marketing Strategies</i>	29% (6)
<i>Increasing business efficiency</i>	29% (6)
<i>PR</i>	19% (4)
<i>Green transport initiatives for business</i>	10% (2)
<i>Personnel / Training</i>	10% (2)
<i>Other</i>	5% (1) – requested referrals

Q9. What time of day would you prefer to attend a business meeting?

Lunch was the most popular 76% (16) followed by evening 38% (8) and breakfast 19% (4)

Q10. Assuming food is provided and bearing in mind that some speakers may require payment, what is the maximum amount you would be prepared to pay, per person to attend a meeting?

Lunch - average £12 / Evening – average £15 / Breakfast – average - £9

Q11. Do you currently have Broadband access?

No - 57% (12) / Yes – 38% (8)

Q12. If Broadband is available in your area and you don't subscribe, can you please give feedback to the Business Group as to why not?

Will have Broadband available shortly - 14% (3)

Not needed 10% (2)

Not available 5% (1)

Use "Business Highway"

Q13. What business related information and or service would you find useful that could be included under the business section of the new Crowborough website?

Job Vacancies – Permanent / Temporary

Local people available for work

Employment Law & HR

Contacts at WDC & Enterprise Agencies

Premises available – lease / sale

Businesses for sale

Office Equipment for sale

Training

Legal aspects of running a business

WDC has already got a very good business section so a link to that would suffice

General comments.

Should include SAE with evaluation form or collect at table to encourage feedback

Evaluation form should be on email

Additional feedback from February newsletter.

Suggestions for speaker's topics at future meetings.

Internet

Environment

Retail sector meetings

What can Barclays offer small businesses in Crowborough