

Post Reopening Bingo Hall Survey



1. Overall, how satisfied or dissatisfied are you with (INSERT YOUR ORGANIZATION'S NAME) bingo program?

- A. Very satisfied C. Neither satisfied nor dissatisfied E. Dissatisfied
- B. Somewhat satisfied D. Somewhat dissatisfied

2. What could we do to improve your level of satisfaction in our bingo hall:

3. How would you rate the availability of floor staff?

- A. Very satisfied C. Neither satisfied nor dissatisfied E. Very dissatisfied
- B. Satisfied D. Dissatisfied

4. How would you rate the availability of food and beverage?

- A. Very satisfied C. Neither satisfied nor dissatisfied E. Very dissatisfied
- B. Satisfied D. Dissatisfied

5. How would you rate the variety of bingo games offered?

- Very good variety Good variety Need more variety

6. How likely are you to participate in our pull tab games'?

- A. Very likely
- B. Likely
- C. Somewhat likely
- D. Neither likely nor unlikely
- E. Unlikely

7. If C or D: what can we do to interest you in further participation in our pull tab games?

8. Pre COVID-19, how often did you visit (INSERT YOUR ORGANIZATION'S NAME) in a year?

- 1 - 5 times a year
- 6 - 9 times a year
- More than 10 times a year

9. Now, as we reopen, how often do you plan to visit (INSERT YOUR ORGANIZATION'S NAME) this year?

- More often
- As often compared before closure
- Less often

10. What can we do to improve your visits to our venue?

11. What brings you out to play bingo and pull tab tickets (INSERT YOUR ORGANIZATION'S NAME)?

Check all that apply.

- Atmosphere
- Game variety
- The Staff
- Prizes
- Social/Time with friends
- The Concession Stand

12. Did you feel comfortable playing at our bingo hall?

- Yes
- Somewhat
- No

13. What could we do to make you feel more comfortable?

14. How did you hear about (INSERT YOUR ORGANIZATION'S NAME)?

- Social Media Word of Mouth Other
- Website Advertisement
- Referred by a Friend Regular Attendee

15. What, if any, suggestions do you have for new bingo and/or pull tab ticket games you would like (INSERT YOUR ORGANIZATION'S NAME) to play?