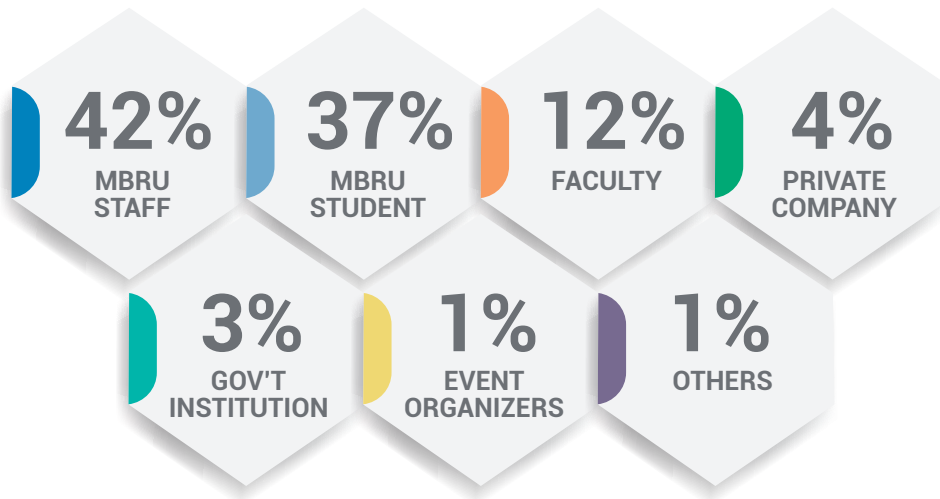


Background

This annual survey is conducted by Venues Administration Services to gather thoughts and opinions of both internal and external customers. This survey will be able to provide measurable insightful and actionable data that can be utilized to continuously monitor and improve customers experience at MBRU.

Total Respondents = 81



"Excellent staff and services, keep it up. I would like to appreciate the whole Venue Team for your dedication, commitment and excellent services throughout the year. Thank you for your valuable services."

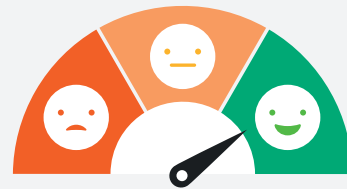


Overall Satisfaction Rate

89% are satisfied with the **Venue Management**

86% are satisfied with the **Hospitality Services**

83% are satisfied with the **Events Logistic**



86%

For more information about the survey please click [here](#).

