

## **MD105 Convention 2022 - Feedback Survey Results Summary**

**25.06.22**



We thank all those that participated in the MD105 Convention Feedback. The information provided will go a long way to help us provide a better experience for all attending MD105 Convention 2023.

The results below are based on summarised feedback from 75 respondents. Where the answer given was a version of 'Not Applicable', those line items are not included. Only the top five line items 'groups of answers' are included for questions with free form answers.

25% of respondents enjoyed convention 'on-line', with 75% attending 'face to face'.

71% of respondents thought we 'smashed it' or Convention was 'brilliant'.

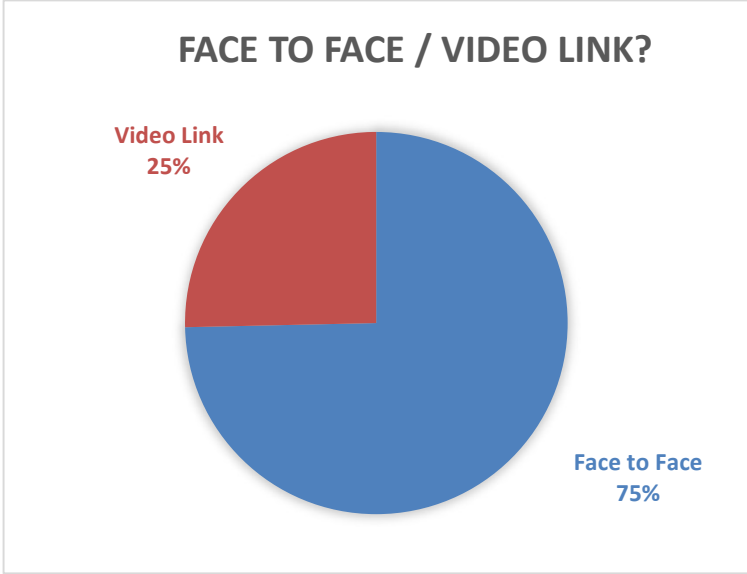
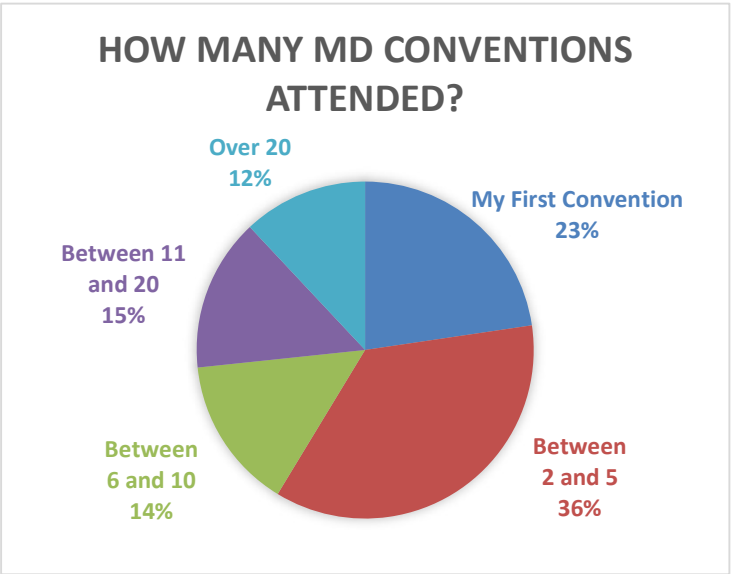
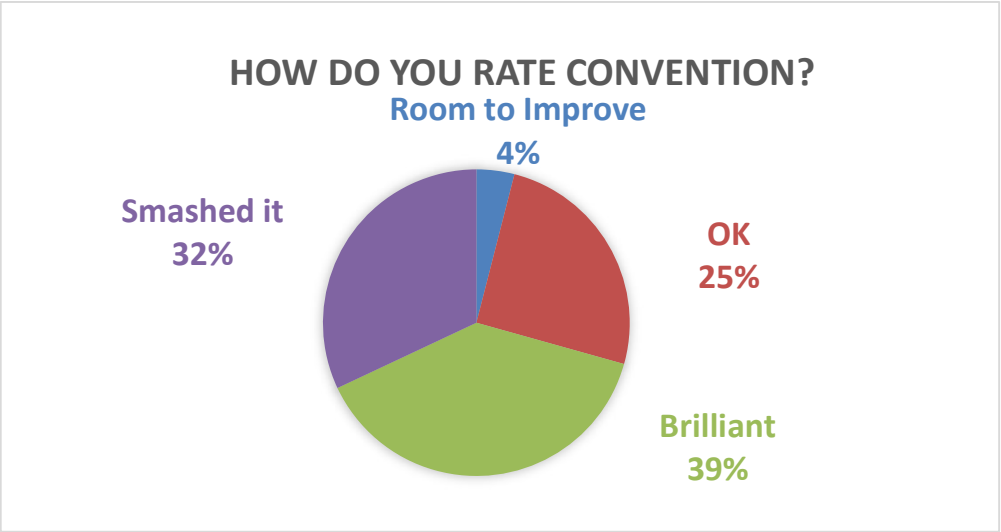
23% of respondents attended their 'first Convention'. Welcome to Conventioneering, we hope to see you again next year.

The biggest area for improvement across a number categories was the service from the hotel. See details below, this weighs heavy on planning for 2023 and service from the hotel and convention centre is our top priority.

The biggest highlight was the Sunday Morning fun session, so next year, plan to stay and enjoy welcoming in the District Governors Elect with all the pomp and pageantry that goes with the Sunday fun.

**MD Convention Chair - CC Richard Williams MJF**

**MD Convention Officer - PDG Gurcharan (Guch) Manku PMJF**



Q	Answers	#	%
<b>How many MD Conventions have you attended?</b>			
	My First Convention	17	22.7%
	Between 2 and 5	27	36.0%
	Between 6 and 10	11	14.7%
	Between 11 and 20	11	14.7%
	Over 20	9	12.0%
<b>Did you attend Face to Face or via Video Link?</b>			
	Face to Face	56	74.7%
	Video Link	19	25.3%
<b>How do you rate Convention overall?</b>			
	Room to Improve	3	4.0%
	OK	19	25.3%
	Brilliant	29	38.7%
	Smashed it	24	32.0%
<b>What was the one highlight of the Convention?</b>			
	The Sunday morning March in / Sunday morning entry of DGs and DGEs / Sunday morning welcomes / sunday morning presentation of DGs / Sunday speakers / Sunday Morning / Sunday / The Sunday DG Walk-Ins, closely followed by Mr. Motivator / Seeing next year's incoming team / The last day	12	16.0%
	YA speakers / Young Ambassador / Meeting and hearing the 2 young ambassadors / Young Ambassadors speech / Ellie-Mae Banks and Khan Odita / Th young people's presentations / Young ambassador. Note saw Rotary Young Ambassador on the BBC, but no mention of Lions / Lion Ellie-Mae Banks, was great and CC Richard made it fun / the presentations by both the young ambassadors and the Specials Olympics	10	13.3%
	Friends / Seeing everyone again / Meeting friends old and new / meeting old friends and good content / Meeting up with other Lions after two years of covid & lockdown. Good business sessions.	10	13.3%
	The energy and light hearted less formal apptoach / The relaxed attitude exemplified by the informal clothing and good humour / The overall positive and more relaxed atmosphere probably due part to Richard's style of chairing / Cc Richard. Humour and compassion. / Richard Williams made it for me! Humor and heart felt	7	9.3%
	The quality of the online video and sound / Quality of the Video Links / Ability to access online. Baby Life Line presentation	6	8.0%
<b>What one thing would you have done to improve Convention?</b>			

The food service both in hotel and convention cent / Food Service Breakfast,both dinners / Had better meal service / We live in difficult times and the lack of staff at the hotel was evident with the long ques. / Service at the events and hotel, Meal prices / Meals / Food and service from hotel / Queues for coffee and food / Coffee!!! Never got to the end of the queue! Needed more coffee stations. / Had menu choices on the tables at B&B / Food service needs to be better / catering and service was poor / Ensure that adequate service staff available for serving refreshments and food / had more staff on the bars at the social events ,	18	24.0%
The hotel really spoilt the experience. / The hotel! / better venue / Better location and hotel. / The hotel service as this let the overall experience down. The Lions arranged events were fantastic / The Hotel and its services / Held it in a different place	14	18.7%
Nothing / n/a / Nothing really / xxxxx / None / Nothing I can think k of o ly atte ded one online	7	9.3%
Advise availability of Video link earlier before convention	4	5.3%
A lower cost. We want it accessible to as many as possible	2	2.7%
<b>How was the pre-Convention event information and booking experience?</b>		
N/A	5	6.7%
Room to Improve	13	17.3%
OK	13	17.3%
Straightforward	21	28.0%
Easy Peasy	23	30.7%
<b>What one thing would you do to improve the pre-event information and booking experience?</b>		
Nothing / Not sure / Nowt / Didn't fill out my own 🗑 / Can't think of anything / nothing fine as it is / It was fine / Nothing really / All Good / Nothing to improve / i have no comment as it was a good experience for me	21	28.0%
Should not be cheaper on booking.com / Hotel / Be clearer on how to book as only 1 person at hotel was doing group bookings Mon - Fri so be explici / Get one rate agreed with hotel that was accessible to all. Get bookings earlier to spread cost. / make sure Lions agreed prices were the best not cheaper booked by other means / It was difficult to get through to book the hotel / the hotel stated they gave you a deal that was rubbish,i booked via hotel then found cheaper by £200 / When we rang the hotel they didn't recognise the special booking code / Clearer hotel booking arrangements, their was some confusion around room costs, common pricing / Different hotel !	14	18.7%
Improve on line booking form process / Reduce the pages and condense booking form to single page	4	5.3%
Advertise availability of Video links earlier	4	5.3%
Provide a what to expect email for first timers	3	4.0%
<b>How easy was the delegate registration &amp; voting process?</b>		
N/A	5	6.7%
Room to improve	1	1.3%
OK	11	14.7%
Straightforward	27	36.0%
Extremely easy	31	41.3%
<b>What one thing would you do to improve the delegate registration &amp; voting process?</b>		

Nothing / It was perfect / nothing fine as it is / None / Voting process was ok / No need / It was OK / i have no comment as it was a good experience for me / Worked for me. We'll done to those who organised it.	34	45.3%
make it electronic and barcode readers on every door / Register and vote on line. / Automatically check eligibility	5	6.7%
I'm not sure our secretary did it. / Find a way to improve the response of Club Secretaries either positively or nil returns / Cut out paper form sent to District Secretary	4	5.3%
Move the table away from an entrance door so there is room to queue and pass by / Move the registration desk away from the doorway!! It was sited immediately as you came in the door / Again the experience gave the impression of been congested and cramped	4	5.3%
Club clubs need to attend / Encourage more Lions to attend, explain importance of delegates throughout day / Get more delegates to turn up	4	5.3%
<b>How do you rate the Hotel and Convention Centre?</b>		
N/A	25	33.3%
Room to Improve	34	45.3%
OK	11	14.7%
Brilliant	3	4.0%
Smashed it	2	2.7%
<b>What one thing would you have done to improve service from the Hotel and Convention Centre?</b>		
Speed them up / Service was abysmal / More staff so less queuing / The young staff tried hard but there was a fail in some systems - queuing at bar etc.. / Lack of staff was the cause of all problems. Rooms were clean and as expected for a Holiday Inn / Service - number of staff / As pointed out above they had staffing issues. / More staff / Speedier service and better customer care. Poor venue. / Food delivery at B and Ball / Quicker service at meal times / More staff at B&B / Ensure the hotel was equipped and prepared to provide for the amount of people present! / service needed to be quicker / Difficult. All the staff were fantastic, just not enough of them and the queues for the lifts :( / More staff who knew what they were doing! Service was very poor both at gala and bar service all / Check the staffing levels - they did not seem prepared to serve a large number of people / More and better trained staff. The service was appalling / The queuing for breakfast and drinks was unacceptable / Hotel service / Service was poor at every step, queue for everything! / had more staff / More staff, more lifts in hotel, dodgy power systems - power in our room went off at 2am, and.... / Increase waiters and staffing, need to reduce the queues. / Service at the events and hotel, Meal prices / More staff ? / more staff to cut down on the Queues at breakfast and the socials, better room rate / Did not stay at the hotel but staff seemed very disorganised at functions. / Quicker service and better food / Convention Centre was good ,hotel breakfast service was not as required / Ensure staffing sufficient staff for the event / Lots. The hotel need a better understanding of solving problems & the volume of people / Ask for group seating at breakfast, large tables and all sit randomly together not in 2s or 4s / Breakfast	48	64.0%
Sign post the event better	2	2.7%
Don't hold Convention in a city centre in the middle of roadworks	2	2.7%
key cards persistently failing hotel need to take	1	1.3%
Staff where lovely but rooms where dated and unclean	1	1.3%
<b>How do you rate the Friday Host / Welcome Night Dinner?</b>		

	N/A	30	40.0%
	Room to Improve	13	17.3%
	OK	10	13.3%
	Brilliant	15	20.0%
	Smashed it	7	9.3%
<b>What one thing would you have done to improve the Friday Host / Welcome Night?</b>			
	Non spicy options / Food / Better food / Liked buffet but food choices limited / Have a wider variety of food choices / An English choice on the menu - not all spicy food / people with special dietary needs were overlooked / Eat somewhere else in the area / Better food/ better service. Getting a drink was joke!!! / Decent vegetarian food would be a good start / food seemed seemed in short supply and somewhat odd combination / better vegetarian food, a real choice, not just take it or leave it. I left it, so really poor value / Ensure adequate food available / A dinner people could eat. / Choice of food / Again the venue service let you down / food too spicy no choice and choice of food / Having sweets no left when it was our turn / portion control !! desserts ran out so many didn't get any, lucky we had the cake! / Fairer sharing of desserts. Maybe a plate on each table. / Slicker service / Not a reflection on the host but choose a venue that could cope with the numbers. / Queuing was unacceptable / Very, very long wait at the bar! Very poor service	34	45.3%
	None / Nothing / Nothing it was perfect / Happy as it was / mostly ok	8	10.7%
	Space for a dance floor. Better faster service at bar / Needed a dance floor. / a dance floor / Dance floor	5	6.7%
	less of the singer more of the disco / I thought it was a tribute act night... Disappointed	3	4.0%
	Stage for singer. She was good but not all could see her	2	2.7%
<b>How do you Rate the Saturday Business Session?</b>			
	N/A	1	1.3%
	Room to Improve	8	10.7%
	OK	15	20.0%
	Brilliant	31	41.3%
	Smashed it	20	26.7%
<b>What one thing would you have done to improve the Saturday Business Session?</b>			
	Nothing / None / After 2 years it was great to be in the room again. / Nothing comes to mind / Nothing really /all good / It was OK / Good relaxed atmosphere, good to see plenty of polo shirts rather than formal / i have no comment as it was a good experience for me	18	24.0%
	Have pre booked refreshments during break, to avoid queuing with the slow service / Provide ad lib drinks stations throughout the venue / more breaks, more informal seating / more staff serving at breaks / Better systems for getting coffee	8	10.7%
	Business on Saturday morning only. Afternoon for DGelect walk and recognition / Better to have all resolutions dealt with earlier to maintain interest / Sort out the delegate numbers and perhaps do all the voting in the morning / Business completed in professional and professional manner / Start with resolutions to get them out the way. Have enough staff to serve breakfast	7	9.3%
	There needs to be a serious look at diversity of speakers and Q&A panel- we can do better. / Diversity and youth in the q and a session. Get the new different voices in there and listen	3	4.0%

	Ensure that speakers/presenters are queued rather than wait to come to the front / Swifter delivery	3	4.0%
<b>How do you rate the Saturday Night Gala Dinner?</b>			
	N/A	31	41.3%
	Room to Improve	24	32.0%
	OK	11	14.7%
	Brilliant	6	8.0%
	Smashed it	3	4.0%
<b>What one thing would you have done to improve the Saturday Night Gala Dinner?</b>			
	Food quality and service appalling / Food service terrible, band inappropriate / Service was abysmal / Food to be warmer and pudding at 10pm is silly / The food was cold when served. lack of guidance to the waiters. No named place setting / Food / Quicker service. / Better service / Better service. Menu xards / Speed of food being served / Quicker food service / needed more staff serving / serving of meals was very poor / Food service !!!!!!! Perhaps a dance floor. Appreciate the lack of room. / The food should have been presented in a timely manner and menu choices published / Food service was abysmal. / Service by the Hotel / Decent vegetarian food would be a good start / Service unacceptably slow but very nice when you received your food / better vegetarian food, a real choice, not just take it or leave it. I left it, so really poor value / Service was very slow, need to improve on this. / Better Food for the cost / Speed up food service / More staff / Again the venue service let you down / Again ensure adequate serving staff provided. Make sure that each table had a list of the choices / Receiving our meals in a timely manner / No one got the dinner on time.. or got wrong good / would have been nice to have had a hot or warm dinner and name cards with choice table 21 / Had a list of what people had ordered on each table. Would have speeded up service considerably / menu choice on the back of name place quicker service, had a dance floor / Improve the food service so the meal finishes before 10pm / More efficient serving from the staff / Placecards with what people ordered on the table - staff looked stressed! / Long wait at the bar	47	62.7%
	Organisers need to be hands on - mix up with meals. Attitude of white jackets - rude	2	2.7%
	See previous comments	2	2.7%
	A proper Dance floor	2	2.7%
	Better highlighting of times of the proceedings with staff and Lions organisers.	2	2.7%
<b>How do you rate the Sunday Morning Session?</b>			
	N/A	26	34.7%
	Room to Improve	5	6.7%
	OK	8	10.7%
	Brilliant	18	24.0%
	Smashed it	18	24.0%
<b>What one thing would you have done to improve the Sunday Morning session?</b>			
	It was great / Absolutely nothing / Nothing as I loved it. / Nothing in particular / Nothing / i have no comment as it was a good experience for me / Loved it / It was fine as it was / nothing fine as it is / Nothing loved it / Nothing really	28	37.3%
	The noise levels were too high for a number of attendees / Too much noise and ceremony / Supply ear plugs! LOL / A tea/coffe break of 10 minutes would ease the pressure of noise on the ears	5	6.7%

	water on the stage More water on the tables, teas and coffees should have been available	4	5.3%
	Walk in music was too quiet / Walk in music not loud enough	3	4.0%
	A better description of what it is- my first time attending loved it. I could have advertised it.	2	2.7%
<b>Looking ahead to Convention 2023, has this experience encouraged you to attend MD Convention 2023?</b>			0.0%
	Not Really	9	12.0%
	Still thinking about it	19	25.3%
	Yes definitely via Live Stream	18	24.0%
	Yes definitely Face to Face	29	38.7%
<b>For Convention 2023, what one thing could the organisers do to make it extra special for you?</b>			
	Good hotel! / Better location / advise the venue that at certain times (breakfast and start of socials) they will be busy more staff / good food and good venue and well organised / Ensure that the hotel understands the time restraints delegates require / Ensure food service more efficient / Better food / Book a venue with free parking that can handle the numbers attending for food service / Prefer all in one location / Make certain of the Hotel and its Services	17	22.7%
	Less expensive I lived near by but it was still expensive / Less expensive / Reasonable Cost as many people having to tighten belts. / Keep the price down / Make it value for money in ALL respects / Make it more affordable .with on site parking	8	10.7%
	Retain Video Link / Provide a sound only feed to save bandwidth	5	6.7%
	Seaside / Make sure adequate parking on-site and avoid road closures such as half marathons. Coastal venue. / Do not hold it in a city centre with expensive parking	5	6.7%
	Nothing comes to mind d / Nothing comes to mind / nothing different	4	5.3%