

## Purse Bingo Briefing

An important part of every event is doing a post event review to learn and identify opportunities for improvement. Below are observations I had and feedback I received. I'm only noted those where it was a common theme, vs incidental comments.

1. The tickets noted doors open at 5:30, so numerous attendee's stated they came just prior to that time. The line was long (at the back entrance door, along the front of the stage, in front of the horse race tickets & bar entrance and along the wall. The congestion made any movement to buy race tickets or go the bar, very difficult. Many complaints about the line and stated if known the doors were open before 5:30 would have come sooner. I came at 5pm and stood in line in the doorway coming into the room from the back entrance. The room already had quite a few attendee's at tables at that time. At 6pm there was still some in line.
2. At one point the line for the bar was almost to the back-exit door. I happened to be the line at that time and there were attendee's by me who noted all they wanted was a glass of water and to even get water had to go thru the bar line. Would be beneficial to have water available separate from the bar.
3. You can never please everyone with food and the meal experience may have been different from those served earlier vs the later tables. When the later tables got their meal the soup was cold and was more of a broth with nothing really in it. Some noted they did not get the cookie the earlier tables got and stated this was pre-paid and everyone should have gotten the same meal. I think with the amount of attendee's and delays it was a real challenge for preparation and serving the meal. It was after 8pm for the later tables standing in line for the meal. Many comments about eating this late and cold soup they couldn't eat.
4. I was approached that there was no toilet paper in the women's bathroom. I found a couple rolls of the toilet paper in the utility room (not appropriate storage area) and went to the bathroom – forgetting a key was needed. There were 4 partial rolls of toilet paper, with perhaps 1/8inch to 2 inch of paper on the various rolls, the dispensers were empty. The partial rolls were on back of toilet and 1 by sink. It was stated to me when I went into the bathroom to take toilet paper on the sink counter so you have paper. Others in line noted this is disgusting.  
This is the second event I've been to where there was no toilet paper. Need to have a process so there is access to toilet paper & the dispenser key. It leaves such a bad impression.

Overall this was a very successful event and with the number of attendee's, the logistics are challenging. With this being the first time to hold this event with this volume of attendee's, it really went well. Attendee's did enjoy. Thanks for all your work!!

Respectfully Submitted,  
Julie Bruhn