

Combined Results of German and English questionnaires 35 Completed

Who are you? Please tick one or more of the appropriate designations

I have performed at FCB **8**

I regularly attend FCB **10**

I occasionally attend FCB **10**

Performances. We have basically three types of performances: 1) floor spots of two to three songs, 2) featured artist spots consisting of two floor spots of three songs each, and 3) "Annettes" of one song only, usually on the topic of the evenings theme. Please circle the appropriate answer.

1. The quality of floor spots is in general **Excellent 4/ Good 18 /Fair 6/ Poor 1**
2. The featured artist performances are in general **Excellent 10/ Good 17/Fair 2/ Poor 0**
3. Regarding "Annettes" and songs on a theme, there should be **More 6/ Same 21/ Fewer 1**
4. The number of featured artists should be **Increased 4/Same 22/Reduced 3**
5. The number of songs per featured artist should be **Increased 2/ Same 12/ Reduced 2**
6. The number of floor spots per evening should be **Increased 6 /Same 22/Reduced 4**
7. The number of songs per floor spot should be **Increased 1/ Same 12/ Reduced 1**

Themes. We currently have a theme for each evening, whereby performers are asked to comply at least one of their songs, if possible. Please circle the appropriate answer.

1. I think the idea of a theme is **Good 22/Bad 2 /No opinion 5**
2. I think the themes suggested are **Good 10/ Bad 0/ No opinion 0**

Organization of the evening. At present the evening is organized such that, following an introductory performance by John Harrison, we have "Annettes" and one or two floor spots followed by a break and three or four floor spots. This organization does not leave much time for the audience to chat or to get drinks themselves at the bar. Please circle appropriate answer(s) or use the reverse side of this questionnaire.

1. FCB should increase the number of breaks. **Yes 1/ No 24 / No opinion 4**
2. FCB should begin earlier (now 7:30). **Yes 6/ No 19/ No opinion 3**
3. FCB should always begin on time. **Yes 13/No 2/ No opinion 1**
4. Further suggestions for reorganizing the evening? Please use the reverse side of this questionnaire.

Service. Please circle the appropriate answer(s) or use the reverse side of this questionnaire.

1. Are you generally happy with the service at Haus Müllestumpe? **Yes 19/ No 11/ Don't know 1**
2. Do you wait for service or get your own drinks at the bar? **Wait 25/ Go to the bar 9/maybe 1**
3. What is the longest you have had to wait to be served?
Less than 15 min. 7/15 to 30 min. 17/ 30 to 45 min. 6/ 45 to 60 min. 1/ more than one hour 0
4. Would you drink more if the service were more efficient? **Yes 10/ No 22/ Don't know 0**
5. Would you consume more food if the service allowed for it? **Yes 2/ No 26/ Don't know 3**
6. Are you prepared to go to the bar yourself to fetch your own drinks? **Yes 20/ No 7/Don't know 0**
7. Would you be prepared to share drinks with your friends/neighbours at the tables if beer were served in 1.5 litre pitchers for about €9.50? **Yes 7/ No 19/ Don't know 2**
8. What is the largest number of beverages you have consumed in an evening? **1 2/ 2 6/ 3 8/ /4 7/5 2/ 6 0/6+ 2**
9. Was this number your choice or was it dictated by the speed of service? **My choice 12/Service 8**
10. Do you normally order food? **Yes 15/No 11/Sometimes 4**
11. Do you think there is too much noise from the bar?
Yes 20/No 6/Sometimes 8
 - If yes, how might we reduce the noise (you can answer on the reverse of this page)

COMMENTS.

Music and organisation of the evening. Suggestions for improvement.

John soll mehr deutsch sprechen.

Bulletin board for communication among members of audience/musicians.

Floor spots and special guests should be interesting rather than dull.

Abende "kurzweilig".

FCB should END on time.

Moderators should speak louder when songs are introduced.

Pub atmosphere is good and should be conserved.

Birthday parties and other private parties should not take place in the same room and same time as FCB.

Service. Critique and suggestions for improvement.

Staff should not sort dishes and glasses during performances.

Mehr Rücksichtnahme von Bedienung während Songs. (Lärm, wenn notwendig, während Ansage)

Not enough personnel for efficient service?

Bedienungsstrategie ineffizient und kontraproduktiv.

Bedienung soll freundlicher sein.

Conversation from terrasse disturbs when doors are open.

Vorschlag: übertragbare Getränke-/ Essensbons im voraus verkaufen. Gutscheine.

Et iss wie et iss

My observation: People who marked that they go to the bar themselves also said that they were satisfied with the service (presumably because service at the bar is fast) and that improved service would not increase the number of drinks they consumed. But going to the bar is not good for FCB because it creates commotion and people in queue at the bar chat, and is not good for HMS because it reduces tips for waiters and restricts their freedom of movement. Many prefer to stay seated because going to the bar disturbs the performances and breaks up the evening. Some were against pitchers of beer because the beer warms up.