



## 2009 Canberra and Region Tourism Awards Visitor Appraisal - Attractions

Location: **Questacon - National  
Science and  
Technology Centre**

Date of in-person visit: **30/08/2009**

Time of arrival: **09:20 AM**

**101.30% (78 of 77)**

### Pre-Questions

The following sections are to be completed prior to your actual visit of this business:

Website  
Email  
Phone Call

### Website

**100.00% (4 of 4)**

- |    |  |     |     |
|----|--|-----|-----|
| Q1 | Was your first impression of the business positive having viewed their website?                            | Yes | 1/1 |
|    | Comments:  |     |     |
|    | <i>I was absolutely amazed at the content.</i>   |     |     |
| Q2 | Was the structure and navigation of the site easy to understand and use?                                   | Yes | 1/1 |
|    | Comments:  |     |     |
|    | <i>Child friendly, adult friendly too.</i>   |     |     |
| Q3 | Did the website provide sufficient information for planning your visit?                                    | Yes | 1/1 |
|    | Comments:  |     |     |
|    | <i>By previewing the website one was able to plan to see the displays that appealed to ones interests.</i> |     |     |
| Q4 | Did you notice any spelling or grammatical errors?   | No  | 1/1 |
|    | Comments:  |     |     |
|    | <i>I did not.</i>  |     |     |
| Q5 | Was there anything that you thought could be added to enhance the website?                                 |     |     |
|    | <i>I could not improve on this masterpiece.</i>  |     |     |
| Q6 | General comments (including the look and feel of the site):  |     |     |
|    | <i>All the relevant information was there. Entry costs, transport information, hours of entry.</i>         |     |     |

### Email Enquiry

**166.67% (5 of 3)**

- |    |   |          |     |
|----|---|----------|-----|
| Q1 | Did the business respond to you within 24 hours?                                | 24 hours | 3/3 |
|    | Comments:   |          |     |
|    | <i>Questacon replied.</i>   |          |     |
| Q2 | Did the reply demonstrate good customer service?                                | Yes      | +1  |
|    | Comments:   |          |     |
|    | <i>The email was polite and answered my questions.</i>                          |          |     |
| Q3 | Was the information you received consistent with the phone enquiry and website? | Yes      | +1  |
|    | Comments:   |          |     |
|    | <i>It was.</i>  |          |     |
| Q4 | General comments:   |          |     |

*It was reassuring to see that as busy as Questacon must be, receiving many emails daily that a reply could still be sent out promptly.*

<b>Phone Call</b>		<b>100.00% (4 of 4)</b>	
Q1	Date phone call was made.	28/08/2009	
Q2	Time phone call was made.	11:40 AM	
Q3	Was the phone answered within 10 rings? Comments (include time taken to answer): <i>By five.</i>	Yes	1/1
Q4	Did the staff member answer with the business name? Comments: <i>Answered correctly.</i>	Yes	1/1
Q5	Was the staff member pleasant and courteous? Comments: <i>This was so.</i>	Yes	1/1
Q6	Did they listen and respond appropriately to your questions? Comments: <i>Special shows and the show times.</i>	Yes	1/1
Q7	What information were you given? <i>To see the Rocket Show with Dr Yuri.</i>		
Q8	General comments about the phone call: <i>Helpful and up to date information about exhibits.</i>		

<b>Car park/ Signposting</b>			
Q1	Was the parking area easy to find? (please note in comments any signs you may have seen) Comments: <i>There was no actual sign to say this was the car park. I parked in an area that said parking but this was to the side of the Questacon building nearest King Edward Terrace.</i>	No	
Q2	Was the parking area clean? Comments: <i>Area free of debris.</i>	Yes	
Q3	Was the building exterior clean and in good condition? Comments: <i>It was.</i>	Yes	
Q4	Was the entry to the attraction easy to find? Comments: <i>Not where I parked.</i>	No	
Q5	General comments: <i>Better signage and directions to such a popular attraction is essential. When I commented about this at the Information Desk, I was told that they were limited in putting up signs due to the Parliamentary Triangle.</i>		

<b>Service at Attraction</b>		<b>100.00% (8 of 8)</b>	
Q1	Was the information desk easy to find? Comments: <i>big signage. the word "information" was written in capitals, in the colour red above the desk.</i>	Yes	1/1
Q2	Upon arrival, how long did you wait until someone served/greeted you at the information desk? Comments: <i>We were there before the crowd.</i>	Under 1 minutes	3/3
Q3		NA	

If you waited more than 3 minutes, did the staff/host apologise for the delay, thank you for waiting or give an explanation?

Comments:

*N/A*

Q4 Were staff at the information desk helpful? Yes 1/1

Comments:

*We were told to see everything except Mini Q. This was aimed at the very young.*

Q5 Upon request, did staff provide you with a program of attraction happenings, services and/or activities? Yes 1/1

Comments:

*Detailed pamphlet.*

Q6 Was the signage for entrances/exits and facilities clear and easy to see? Yes 1/1

Comments:

*They were.*

Q7 Was the layout of the attraction easy to follow? Yes 1/1

Comments:

*One just followed the winding walkway.*

Q8 General comments:

*Great service.*

**Staff 100.00% (5 of 5)**

Q1 When you needed help, were guides/staff members easy to find and available? Yes 1/1

Comments:

*There were 2 or 3 guides stationed inside the different exhibits.*

Q2 Were guides/staff members neatly groomed and appropriately attired? Yes 1/1

Comments:

*Bright and colourful uniforms.*

Q3 Were staff helpful and did they display good knowledge of products or services? Yes 1/1

Give an example:

*Wyston demonstrated to me and told me "How You Feel a Phantom Hand."*

Q4 Were your questions answered adequately? Yes 1/1

Give an example:

*I wanted to know how the patterns were made at the Harmonograph. Leon gave a detailed explanation.*

Q5 On your tour, did the staff/guide provide a good interpretation of the main features and exhibits? Yes 1/1

Comments:

*We were told at Awesome Earth that in 2 minutes there would be a Lightning Show.*

Q6 General comments:

*Just amazing. The wide range of learning experiences provided in a hands on environment.*

**Tourism and Knowledge Sharing 100.00% (2 of 2)**

Q1 Were maps, brochures, tourist information etc available at the attraction? Yes 1/1

Comments:

*They were available.*

Q2 Upon request, were the staff able to provide recommendations for additional activities/other in the destination? Yes 1/1

Comments:

*Suggested we see the Rocket Show.*

Q3 What additional destination material would you have found helpful at this attraction?

*I felt everything was catered for.*

Q4 General comments:  
*A fantastic place providing learning activities in a hands on approach.*

**Attraction Exhibitions and Displays** **100.00% (8 of 8)**

- Q1 Were the walkways in good order and well maintained? Yes 1/1  
Comments:  
*Carpet clean and in good condition.*
- Q2 Were the exhibition/attraction areas clean and free of rubbish? Yes 1/1  
Comments:  
*They were.*
- Q3 Were the exhibitions and equipment in good working order? Yes 1/1  
Comments:  
*Only two I found needed attention. One was Waves and Bubbles.*
- Q4 Was the text clear, current and accurate for exhibition and attraction displays, signs and labels? Yes 1/1  
Comments:  
*This was easy to read.*
- Q5 Was the lighting appropriate for you to read text and see the exhibitions in a comfortable manner? Yes 1/1  
Comments:  
*It was.*
- Q6 Were audio visual displays operating well? Yes 1/1  
Comments:  
*All was good.*
- Q7 Was the attraction overall informative and interesting? Yes 1/1  
Comments:  
*Just an amazing and exciting place with such an assortment of activities.*
- Q8 Do you feel that you received value for money for the experience? Yes 1/1  
Comments:  
*For a day of fun, entertainment and learning it was very reasonable.*
- Q9 General comments:  
*An amazing place offering so many learning challenges for people of all ages.*

**Food Service**

- Q1 Was there food service available at this attraction?  
*A cafeteria was there.*
- Q2 Was there satisfactory food selection?  
*Very wide selection of both cold and hot foods.*
- Q3 Was the eating area clean?  
*Tables and seats were clean.*
- Q4 Were the food and beverages served/available (if self-service) at the appropriate temperature?  
*My tea was just right.*
- Q5 General comments:  
*Good selection of healthy and not so healthy food at reasonable prices.*

**Souvenir Shop** **100.00% (3 of 3)**

- Q1 Was the shop neat and clean? Yes 1/1  
Comments:  
*It was.*
- Q2 Was the merchandise presented attractively and neatly? Yes 1/1

	Comments:		
	<i>Well presented.</i>		
Q3	Were prices clearly marked?	Yes	1/1
	Comments:		
	<i>They were.</i>		
Q4	General comments:		
	<i>Variety of goods to supplement the days learning projects.</i>		

<b>Restrooms</b>		<b>100.00% (3 of 3)</b>	
Q1	Were the restrooms clean?	Yes	1/1
	Comments:		
	<i>They were.</i>		
Q2	Was there plenty of soap to wash hands?	Yes	1/1
	Comments:		
	<i>Lots of bubbly soap.</i>		
Q3	Were there plenty of paper towels or a working hand dryer?	Yes	1/1
	Comments:		
	<i>Paper towels.</i>		
Q4	General comments:		
	<i>Even in the restrooms the learning cotinued! On the back of the toilet door there was information about the digestive system. On the mirrors information about light.</i>		

<b>Complaints</b>			
Q1	Did you have any cause for complaint?	No	
	Comments:		
	<i>N/A</i>		
Q2	If you did complain about something, did the staff member remedy the problem efficiently and promptly?	NA	
	Comments:		
	<i>N/A.</i>		
Q3	General comments:		
	<i>N/A.</i>		

<b>Overall Experience</b>		<b>100.00% (2 of 2)</b>	
Q1	Would you recommend visiting this attraction?	Yes	1/1
	Why/Why not?		
	<i>A fantastic, excting, and challenging place.</i>		
Q2	What would you rate this attraction out of 5? (1 being terrible, 3 being average and 5 being outstanding)	5	
	Why have you given this rating?		
	<i>Questacon just brillant !</i>		
Q3	Do you believe that the attraction offered value for money?	Yes	1/1
	Why/ Why not?		
	<i>Half a day of fun for \$18. Just great.</i>		
Q4	How would you rate the staff you encountered, including over the phone, out of 5? (1 being terrible, 3 being average and 5 being outstanding)	5	
Q5	General comments on overall experience:		
	<i>Knowledgeable about the wide range of exhibits. The way they encouraged the participation of visitors both young and old.</i>		

The following questions are to be completed after your actual visit to this business. These questions are to be answered in relation to the initial inquiries you made to this business.

Based on your expectations from your initial inquiries, please mark the following out of 5:

1 being fell short of your expectations;

3 being met your expectations; and

5 being exceeded your expectations.

Staff: 5 5/5

Why have you given this rating?

*It was obvious they loved working here.*

Atmosphere: 5 5/5

Why have you given this rating?

*Just amazing the different attractions.*

Food: 5 5/5

Why have you given this rating?

*Good selection and reasonable prices.*

Price: 5 5/5

Why have you given this rating?

*Very affordable.*

Location: 4 4/5

Why have you given this rating?

*Directions and signage could be better.*

Cleanliness: 5 5/5

Why have you given this rating?

*Restrooms clean. I saw no paper on the floor.*

Visitor Experience: 5 5/5

Why have you given this rating?

*The Wow factor. I just couldn't get over the diversity of the exhibits. Learning presented in such a fun way and encouraging a Hands On Approach by all. Everyone I saw looked excited, interested and were having fun.*



## 2009 Canberra and Region Tourism Awards Visitor Appraisal - Attractions

**Questacon - National**  
 Location: **Science and  
Technology Centre**

Date of in-person visit: **28/09/2009**

Time of arrival: **09:10 AM**

**89.61% (69 of 77)**

### Pre-Questions

The following sections are to be completed prior to your actual visit of this business:

- Website
- Email
- Phone Call

### Website

**75.00% (3 of 4)**

- |    |  |     |     |
|----|--|-----|-----|
| Q1 | Was your first impression of the business positive having viewed their website?  | Yes | 1/1 |
|    | Comments:  |     |     |
|    | <i>The website looks bright, fun and exciting. The images on the front page appeal to children and make Questacon look like a fun place to visit.</i>  |     |     |
| Q2 | Was the structure and navigation of the site easy to understand and use?   | Yes | 1/1 |
|    | Comments:  |     |     |
|    | <i>Whilst the buttons to contact Questacon and shop there were easy to find, overall the website was too busy and overwhelming. As such it was difficult to find information about what was going on at Questacon at the moment.</i>   |     |     |
| Q3 | Did the website provide sufficient information for planning your visit?  | No  | 0/1 |
|    | Comments:  |     |     |
|    | <i>I would like to have seen timetables for the shows that are currently on at Questacon. The 'on tour' button wasn't particularly obvious and as such I imagine it would easily have been overlooked and lead visitors to believe that exhibitions that are no longer in Canberra would be available for their visit. It would also have been useful to have known that for mini-Q reservations are required during the holidays.</i> |     |     |
| Q4 | Did you notice any spelling or grammatical errors?   | No  | 1/1 |
|    | Comments:  |     |     |
|    | <i>I didn't notice any errors.</i>   |     |     |
| Q5 | Was there anything that you thought could be added to enhance the website?   |     |     |
|    | <i>I think simplicity would have been an improvement. The removal of some of the images and the introduction of some more obvious buttons would make it simpler to navigate through the site.</i>  |     |     |
| Q6 | General comments (including the look and feel of the site):  |     |     |
|    | <i>I think Questacon looks like a fun and exciting place to visit. The educational component is enticing as a parent and it's a place I'd like to take my family to.</i>   |     |     |

### Email Enquiry

**133.33% (4 of 3)**

- |    |  |          |     |
|----|--|----------|-----|
| Q1 | Did the business respond to you within 24 hours?                         | 48 hours | 2/3 |
|    | Comments:  |          |     |
|    | <i>I sent the email on the 15/9 and received a response on the 17/9.</i> |          |     |
| Q2 | Did the reply demonstrate good customer service?                         | Yes      | +1  |
|    | Comments:  |          |     |

*All my questions were answered and where possible a number of alternatives were offered for extra places of interest to visit.*

Q3 Was the information you received consistent with the phone enquiry and website? Yes +1

Comments:

*Information about opening hours, parking and possible places to eat were consistent with the website and my phone enquiry.*

Q4 General comments:

*The email response was professional and helpful. It was what I expected from a tourist attraction that is considered to be a highlight of Canberra for families.*

#### Phone Call

100.00% (4 of 4)

Q1 Date phone call was made. 27/09/2009

Q2 Time phone call was made. 01:45 PM

Q3 Was the phone answered within 10 rings? Yes 1/1

Comments (include time taken to answer):

*There was a pre-recorded information number that had standard information about opening hours and location. I did call the other phone number. It was answered after five rings.*

Q4 Did the staff member answer with the business name? Yes 1/1

Comments:

*I was greeted with 'good afternoon, Questacon'.*

Q5 Was the staff member pleasant and courteous? Yes 1/1

Comments:

*The operator was pleasant but was quite distracted during our conversation.*

Q6 Did they listen and respond appropriately to your questions? Yes 1/1

Comments:

*I asked about what exhibitions are currently on as well as what shows were to be on during our visit. I asked about the distance from Floriade (if we wanted to walk from there) as well as what other attractions were on near by.*

Q7 What information were you given?

*All my questions were answered sufficiently and gave me all the information I needed to plan our visit.*

Q8 General comments about the phone call:

*My only issue was that there was a lot of background noise while the conversation took place.*

#### Car park/ Signposting

Q1 Was the parking area easy to find? (please note in comments any signs you may have seen) Yes

Comments:

*The area is under construction at the moment but there were signs indicating where parking was. There were also signs on King Edward Terrace indicating where the turn-off to Questacon was.*

Q2 Was the parking area clean? No

Comments:

*Whilst the grass was neat there was quite a bit of rubbish in the gutters and bushes surrounding the car park.*

Q3 Was the building exterior clean and in good condition? Yes

Comments:

*Apart from the significant construction going on the building exterior seemed in good condition as did the displays that are in the surrounding gardens.*

Q4 Was the entry to the attraction easy to find? No

Comments:

*As someone who has visited Questacon previously I was familiar with where the entrance currently in use was. However I think that those unfamiliar with the venue would have had trouble finding the entrance especially from the lake-side car park. There were signs pointing to the entrance in both car parks but they were only visible in the actual car park and did not on the walk (some distance) between the car park and the entrance.*

Q5 General comments:

*The construction made it difficult to find the entrance. It also seemed that a lot of the car parks were being used by office workers from surround buildings. When we arrived at 9am the carpark next to Questacon was full and the lake-side car park was about 60 per cent full. I would hate to have tried to get a park at 11am.*

**Service at Attraction**

**100.00% (8 of 8)**

Q1 Was the information desk easy to find?

Yes 1/1

Comments:

*the desk was immediately apparent from the entrance we came in through. it is generally not as easy to see from the entrance that is currently under construction.*

Q2 Upon arrival, how long did you wait until someone served/greeted you at the information desk?

Under 1 minutes 3/3

Comments:

*There was no one else waiting to be served when we arrived.*

Q3 If you waited more than 3 minutes, did the staff/host apologise for the delay, thank you for waiting or give an explanation?

NA

Comments:

*N/A*

Q4 Were staff at the information desk helpful?

Yes 1/1

Comments:

*The staff member was very polite and gave me a program of performances that were occuring that day.*

Q5 Upon request, did staff provide you with a program of attraction happenings, services and/or activities?

Yes 1/1

Comments:

*I was provided with a program without prompting.*

Q6 Was the signage for entrances/exits and facilities clear and easy to see?

Yes 1/1

Comments:

*The signage of entrances and exits was very clear.*

Q7 Was the layout of the attraction easy to follow?

Yes 1/1

Comments:

*The circular walkway that all attractions come off is both novel and easy to follow. The individual rooms are well signed making it easy to tell before entering each room what we could expect to see.*

Q8 General comments:

*The layout of Questacon is great and fits perfectly with the image I think the venue is trying to project.*

**Staff**

**100.00% (5 of 5)**

Q1 When you needed help, were guides/staff members easy to find and available?

Yes 1/1

Comments:

*There were staff easily visible throughout the venue. We spent time in all the rooms and were approached by staff in virtually all of them offering us advice, explanations and assistance (we had three children with us all of whom went off in different directions). We were also encouraged to book in for mini-Q to avoid it being full when we wanted to visit.*

Q2 Were guides/staff members neatly groomed and appropriately attired?

Yes 1/1

Comments:

*All staff were dressed in the same purple and red shirts and black pants/skirts.*

Q3 Were staff helpful and did they display good knowledge of products or services?

Yes 1/1

Give an example:

*The staff we spoke to knew all about the displays in their room and were really keen to discuss them with the children. It didn't feel like a monologue that had been recited a thousand times and worked really well to engage both the children and adults.*

Q4 Were your questions answered adequately?

Yes 1/1

Give an example:

*Both the children and I asked lots of questions. Many of these were prompted from discussion that was initiated by the staff. I think this was wonderful, especially for the children as it had them thinking about the displays as more than just toys.*

Q5 On your tour, did the staff/guide provide a good interpretation of the main features and exhibits? Yes 1/1

Comments:

*The tour we chose to attend was 'Dino Story II - Lord of the Wings'. It was interactive and gave the children a fun and understandable insight into dinosaurs, the time in which they lived and the way they survived. The staff looking after the side show alley exhibits were also really insightful and explained what was about to happen before we went on the 'rides' and why this was so.*

Q6 General comments:

*The staff at Questacon seem very well educated about the venue and appear to be genuinely interested in what they do. The Dino Story puppet show was fantastic and a great added extra.*

### Tourism and Knowledge Sharing

100.00% (2 of 2)

Q1 Were maps, brochures, tourist information etc available at the attraction? Yes 1/1

Comments:

*There was a large brochure display mounted on the wall outside the gift shop and cafe. Apart from the fact that a number of the slots were empty, there was a great deal of information available about things to see and do around Canberra.*

Q2 Upon request, were the staff able to provide recommendations for additional activities/other in the destination? Yes 1/1

Comments:

*I was directed to the brochure wall as well as to Floriade (for family activities).*

Q3 What additional destination material would you have found helpful at this attraction?

*I think a large 'you are here' map would be useful in each of the attractions along the lake frontage (including Questacon). To know where we were in relation to the other venues along the lake would make planning the next possible stop easier to plan.*

Q4 General comments:

*Questacon gets a lot of publicity as a family attraction. This is deserved as I think it is one of the best family destinations in Australia.*

### Attraction Exhibitions and Displays

87.50% (7 of 8)

Q1 Were the walkways in good order and well maintained? Yes 1/1

Comments:

*With the exception of the exterior of the building, I found the whole place to be well maintained and easily accessible (with a large pram). Since my last visit there are 'no running' signs projected onto the floor of the walk way (in lights). I think this was useful and an interesting alternative to regular wall signs.*

Q2 Were the exhibition/attraction areas clean and free of rubbish? Yes 1/1

Comments:

*We were there first thing in the morning and I would have not expected there to be much rubbish. The venue seemed very clean and tidy.*

Q3 Were the exhibitions and equipment in good working order? Yes 1/1

Comments:

*On this particular visit all exhibitions were working.*

Q4 Was the text clear, current and accurate for exhibition and attraction displays, signs and labels? Yes 1/1

Comments:

*All the labels were clear and easily available.*

Q5 Was the lighting appropriate for you to read text and see the exhibitions in a comfortable manner? Yes 1/1

Comments:

*Although a number of the rooms have dimmed lighting, it did not make it difficult to read any of the signs.*

Q6 Were audio visual displays operating well? No 0/1

Comments:

*There was only one small display not working while we were there.*

Q7 Was the attraction overall informative and interesting? Yes 1/1

Comments:

*It was fantastic. The children as well as the adults came away having learnt a great deal and it was done in a fun and interesting way.*

Q8 Do you feel that you received value for money for the experience? Yes 1/1

Comments:

*Although I think it is quite expensive to take a whole family to Questacon I am satisfied that we got our money's worth.*

Q9 General comments:

*I think the permanence of displays such as mini-Q and side show alley is useful. I am also impressed with the turnover of other displays. Since we last visited there have been a number of changes to the venue which made it feel fresh and exciting.*

### Food Service

Q1 Was there food service available at this attraction?

*Yes.*

Q2 Was there satisfactory food selection?

*There appeared to be a wide selection of snack and cafe/takeaway style food available.*

Q3 Was the eating area clean?

*On this occasion the eating area was clean. However on previous visits I've been disappointed by not only the cleanliness of the area but the lack of seating (indoor in particular).*

Q4 Were the food and beverages served/available (if self-service) at the appropriate temperature?

*We only purchased drinks and they were served chilled from the fridge.*

Q5 General comments:

*I think the prices charged at the cafe were quite expensive. I paid \$7 for two small bottles of what turned out to be cordial. On top of the entry price charged, I would always opt for bringing our own food and drink to this venue in future.*

### Souvenir Shop

66.67% (2 of 3)

Q1 Was the shop neat and clean? Yes 1/1

Comments:

*The shop was neat and clean.*

Q2 Was the merchandise presented attractively and neatly? Yes 1/1

Comments:

*Although quite small the merchandise was well presented. I think it would have been difficult to sustain the presentation of the gift shop throughout the course of the day.*

Q3 Were prices clearly marked? No 0/1

Comments:

*Prices weren't always either attached or displayed with the merchandise.*

Q4 General comments:

*The shop is too cramped. It is difficult as an individual to move through there once a group of people are in the shop, let alone with a pram and a couple of other children in tow.*

### Restrooms

100.00% (3 of 3)

Q1 Were the restrooms clean? Yes 1/1

Comments:

*The toilets (we visited two during our stay) were all clean and dry.*

Q2 Was there plenty of soap to wash hands? Yes 1/1

Comments:

*The soap dispensers were all filled as were the wipe dispensers in mini-Q and hand sanitisers/tissue boxes in side show alley.*

Q3 Were there plenty of paper towels or a working hand dryer? Yes 1/1

Comments:

*Hand dryers were available in the bathrooms.*

Q4 General comments:

*I think the wipes, tissues and hand santisers are very useful to have throughout the venue.*

### Complaints

Q1 Did you have any cause for complaint? No

Comments:

*Apart from bringing it to a staff member's attention that one display wasn't working, we had no cause for complaint.*

Q2 If you did complain about something, did the staff member remedy the problem efficiently and promptly? NA

Comments:

*N/A*

Q3 General comments:

*Staff seemed approachable and keen to make our visit enjoyable. Judging from their behaviour I can't imagine they would have been unhappy to receive a genuine complaint.*

### Overall Experience

100.00% (2 of 2)

Q1 Would you recommend visiting this attraction? Yes 1/1

Why/Why not?

*I think Questacon is fantastic. It is fun, unique and educational for people of all ages (our group consisted of five people between the ages of 1 and 33). There was something for all of us to interact with and on all different levels I think we learnt many things. The location is great in terms of its accessibility and outlook. I also like the fact that it is open almost all year round.*

Q2 What would you rate this attraction out of 5? (1 being terrible, 3 being average and 5 being outstanding) 5

Why have you given this rating?

*It is the best family-friendly attraction in Canberra. There was virtually nothing I can fault about the venue (apart from the construction which I appreciate is only temporary). The service we received throughout the attraction was excellent.*

Q3 Do you believe that the attraction offered value for money? Yes 1/1

Why/ Why not?

*Whilst I do think it is expensive to visit Questacon, it does offer good value for money. The option to upgrade the family ticket to an annual pass (once we had gone through the exhibitions) was great and something I would consider investing in in the future.*

Q4 How would you rate the staff you encountered, including over the phone, out of 5? (1 being terrible, 3 being average and 5 being outstanding) 5

Q5 General comments on overall experience:

*We had a great day and the children have been talking about our visit and asking when we can go back. I think it is a well run business that is deserving of the reputation it has.*

### Post-Questions

82.86% (29 of 35)

The following questions are to be completed after your actual visit to this business. These questions are to be answered in relation to the initial inquiries you made to this business.

Based on your expectations from your initial inquiries, please mark the following out of 5:

1 being fell short of your expectations;

3 being met your expectations; and

5 being exceeded your expectations.

Staff:

5 5/5

Why have you given this rating?

*The staff were well trained, helpful and highly visible. I haven't been to many tourist attractions in recent times where the staff have been so knowledgeable about their jobs and so keen to impart their knowledge on the customer.*

Atmosphere: 4 4/5

Why have you given this rating?

*The atmosphere was fun and exciting. I imagine the 'no running' rule is hard to enforce as we were all so keen to explore the next room that walking just seemed a waste of valuable exploring time. It was loud in the venue even though there weren't that many people.*

Food: 3 3/5

Why have you given this rating?

*The food selection while impressive in terms of its vastness was as I would expect from a venue this large. It was expensive and not particularly exciting.*

Price: 3 3/5

Why have you given this rating?

*Most venues of this calibre are expensive to visit. If one adds on lunch and a snack and perhaps a souvenir, a family would be lucky to get out of there with change from \$100. Having said that I think that the admission price is worthwhile and I like that shows and special exhibitions do not incur extra admission charges.*

Location: 4 4/5

Why have you given this rating?

*The fact that the location is adjacent to so many of Canberra's other peak attractions is a positive as is the vicinity to the city and the fact that buses pass directly past the venue.*

Cleanliness: 5 5/5

Why have you given this rating?

*The venue was spotless. Given how large the place is and the fact that it is designed to include young children I was very happy with its cleanliness.*

Visitor Experience: 5 5/5

Why have you given this rating?

*We had a fantastic time while at Questacon. My expectations from the website and initial inquiries have been exceeded and I look forward to returning there again in the not too distant future. For me, the exhibitions satisfied everything I am looking for when choosing a place to visit with my family.*