

PRESS RELEASE

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Tampere Hall Again Finland's Congress Centre No.1

The Tampere Hall congress and concert centre was again evaluated as being Finland's top congress venue in a survey recording customer satisfaction at the country's congress centres. The nationwide survey on congress venues, which is compiled every other year, looks to determine the level of customer loyalty enjoyed by each centre, as well as underlining each venue's strengths. The report was commissioned by the congress centres themselves and was carried out by TNS Gallup plc. Tampere Hall has also fared well in previous surveys; with this being the fourth time that it has topped the ranking list.

Customers were asked to grade the congress centres on a scale of 1 to 5 – with 5 being the maximum. Tampere Hall achieved the highest mark of any venue in the study – with an average of 4.3. 85% of its customers deemed Tampere Hall to be “extremely good” or “absolutely superb”. The report also examined the strength of the relationship Tampere Hall enjoys with its customers – with 93% of the latter recommending the venue to other people organising meetings, conferences or congresses.

Tampere Hall's Atmosphere of Service Praised

The report deemed Tampere Hall's strengths as including the professionalism of the staff and their willingness to serve, the work of the congress department, as well as the convenience of the venue's location. These points also came to the fore in comments voluntarily offered by customers, with respondents writing that “staff are knowledgeable, skilful, accommodating; great equipment and reasonable prices” and that “the process of arranging an event with the staff at Tampere Hall is simply brilliant”.

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