

Results of the Satisfaction Survey for the La Rochelle meeting				
Compilation of survey results and comments made by Rene Heyte – President , Alliance Schlumberger				
Survey respondents				
Australia	3		France	21
Belgium	2		United Kingdom	8
Canada	1		Australia	3
France	21		Germany	3
Germany	3		USA	3
Italy	2		Belgium	2
Netherlands	2		Italy	2
Nigeria	1		Netherlands	2
Singapore	1		Canada	1
United Kingdom	8		Nigeria	1
USA	3		Singapore	1
Number of answers	47	(these 47 answers represent around 64 attendants)		
Member	83.0%	39		
Friend	4.3%	2		
Spouse	12.8%	6		

Q1 : I was happy to participate in the La Rochelle meeting

Very much so	84.2%	32
Yes	15.6%	6
To some extent	0.0%	0
Not at all	0.0%	0

Q2 : I had enough time to chat with my former colleagues

Very much so	31.6%	12
Yes	60.5%	23
To some extent	5.3%	2
Not really	2.6%	1

Q3 : The location for the meeting was judicious

Very much so	68.4%	26
Yes	31.6%	12
To some extent	0.0%	0
Not really	0.0%	0

Q4 : The event registration process was smooth and easy		
Very much so	60.5%	23
Yes	34.2%	13
To some extent	5.3%	2
Not really	0.0%	0

Q5 : The hotel was comfortable and pleasant		
Very much so	39.5%	15
Yes	42.1%	16
To some extent	18.4%	7

Q6 : The total cost per person (excluding travel costs) of reunion was		
Excessive	2.6%	1
Reasonable	97.4%	37

Q7 : Maximum total cost of reunion for a couple should be (excluding travel costs, with two nights at hotel, participation to all visits, events and meals)		
< 700 €	14.7%	5
< 800 €	32.4%	11
< 900 €	32.4%	11
< 1000 €	20.6%	7

Q8 : Maximum total cost of reunion for a single should be (excluding travel costs, with two nights at hotel, participation to all visits, events and meals)		
< 400 €	17.9%	5
< 450 €	0.0%	0
< 500 €	67.9%	19
< 550 €	14.3%	4

Someone said: "I am willing to spend more than \$1000 to go to an Alliance meeting anywhere in the world; why this limit in the survey?"...Presumably, he or she is a single, unfortunately, we don't all have the same revenues...

Q9 : The meals were good and pleasant					
	Very much so	Yes	To some extent	Not really	Did not attend
Friday night at hotel	39.5% (15)	55.3% (21)	2.6% (1)	0.0% (0)	2.6% (1)
Saturday lunch at La Belle Poule	42.1% (16)	44.7% (17)	2.6% (1)	0.0% (0)	10.5% (4)
Saturday apéritif on France 1	39.5% (15)	52.6% (20)	2.6% (1)	2.6% (1)	2.6% (1)
Saturday evening at Brasserie André	76.3% (29)	21.1% (8)	0.0% (0)	2.6% (1)	0.0% (0)
Sunday lunch at Les Gollandières	37.1% (13)	40.0% (14)	5.7% (2)	2.9% (1)	14.3% (5)

An extremely low number of the attendants did not appreciate the meals ! André was the most appreciated of all !

Q10 : The touristic program was interesting and well organised					
	Very much so	Yes	To some extent	Not really	Not at all
Friday evening (Ronde de nuit)	39.5% (15)	26.3% (10)	7.9% (3)	2.6% (1)	23.7% (9)
Saturday morning (Brouage, Rochefort, Hermione)	43.2% (16)	40.5% (15)	5.4% (2)	0.0% (0)	10.8% (4)
Sunday morning (Isle of Rhé, St Martin)	41.2% (14)	35.3% (12)	0.0% (0)	0.0% (0)	23.5% (8)
Sunday afternoon (Phare des Baleines, oyster farm)	38.2% (13)	38.2% (13)	0.0% (0)	2.9% (1)	20.6% (7)

A near draw between the "yes" and "very much so" answers for most of the events, except for Ronde nuit, very appreciated by the amateurs

Q12 : In a reunion, the most important is (from 1, most important to 5, least important)

	Average	Total*	It's good to confirm that the main reason for attending the reunions is meeting old friends, and that the cost is, in the end, not all that important ! (Personally, I also agree that food and drinks are more important than the visits !)
Meeting old friends	1.39	53	
The choice of the site	2	76	
The food and drinks	3.42	130	
The visits	3.79	144	
The cost	4.39	167	
* : Total is rating multiplied by number of answers (38)			

We had 22 comments on location, all positive, going from very good or excellent (13), to fine, good or interesting (9).

We had 28 comments on organisation, 25 of which very positive to enthusiastic (amongst which 8 congratulate JL Péron). Two answers criticize the Saturday afternoon meeting (too long, lack of discipline), and one suggestion "MAY BE LUNCH DURING EXCURSIONS COULD BE JUST A BUFFET"... Might be an idea when we are running short of time ???

We had 22 comments on hotel, generally positive. 8 comments with a more reserved appreciation, in particular 4 participants found the bedrooms very small.

We had 20 comments on tours. No major criticisms, although some found the Friday night a bit too long and tiring, and several mentioned the "too talkative" guides... One in particular :

I did not participate - although I enjoy the camaraderie, my previous experience is that we get overwhelmed and bored by too much information from guides - also too much food for lunch - Guides need to be told to keep information very brief and succinct - Lunch should be optional and separately priced so people can make alternative arrangements if they wish

It is difficult to find the right "dose" of knowledge the guides should give us... We can always stop listening to them and just enjoy the sights, can't we ?

As for making lunch optional, we'll study the possibility. It might lead to a higher price for the excursion without lunch (also, it will complicate a bit pricing and registration)

We had 22 comments on food, nearly all positive or very positive, going from good to excellent, superb, great (André was very well appreciated). The exception : Saturday evening menu not adapted to "not French citizens"... We'll add a line or two on the next registration form to let you indicate special food requirements...

23 answers to the question "what I liked best", with 10 choosing the "meeting old friends", "ambiance"... The rest is divided between the various tours, the food, etc...

**20 answers to the question "what I liked least". A few mentions of Ronde de nuit, Hermione visits being too long (too hot, humid), tiring, one "not enough free time". The only real criticisms (3) concerned the Business meeting of the Saturday afternoon. I cannot disagree with them : we started late (time for lunxh and visit was underestimated) and could not have a short board meetind to prepare the General Meeting, the meeting lasted too much (difficult to interrupt guest speakers). The President should be kicked out !
My apologies for the messy show ! I'm the only one to blame...**

Only 16 answers to this chapter "other comments". Mostly congratulations and thanks. One only was more specific : "Registration form did not mention that the tours group did not accept American Express. As a result, were it not for the sharp eyes of Patrick and Jean Luc, I would have missed everything". Point taken...

16 answers to this chapter "other comments and suggestions". Here are the most interesting ones :

We are not all European. It is not easy to get entry visas to European countries. For subsequent reunions, it will be appreciated if an introductory letter can be included in the program of events at the meeting. For non Europeans, this letter can be submitted to the Embassy while applying for visa. This will help the person in getting the visa.

It is a valid point. However, very few non Europeans needing a visa do attend our reunions. Is it really necessary to include such a letter in the program ? Couldn't the interested people ask for it with a simple email? I promise a speedy answer !

Glad to see several first-time participants. Board needs to make its prime goal the addition of more new, younger, more international participants. (1) The site needs to have some really special local character. (2) Meeting old friends is of course a main reason. (3) We should look further afield, for more adventurous sites, less expensive lodging and local travel, offset by more expensive travel or group charter air travel to get there. (4) It is important that the food & drinks be neither excessive in quantity nor overpriced. It is not the raison d'être of the reunions. (5) Visits are geared towards the ageing membership. The Board should creatively find ways to attract new younger and more international members, which will of itself allow for more adventurous visits and activities.

Easier said than done! We would be glad to welcome you as a member of the Board and have your help to enhance this interesting programme.

I agree with your ideas, now tell us how to implement them... We shall be interested in receiving your detailed suggestions...

A very substantial reduction in price should be negotiated with hotel management when about 30 rooms are booked in advance for Alliance people.

Don't you think we do? If you think you can get better rates than the ones we obtain, by all means, join the Board and help us!

PERHAPS THE ALLIANCE MEETING SHOULD BE BETTER STRUCTURED? , TABLE UP FRONT WITH BOARD SITTING AT IT, FORMAL AGENDA, MINUTES APPROVED OF LAST MEETING , MINUTES TAKEN OF CURRENT MEETING ETC NOT SURE OF FRENCH LAW BUT UNDER UK AND SINGAPORE LAW SOCIETIES/CLUBS FILING ACCOUNTS ETC BY LAW MUST HAVE A STRUCTURED AND RECORDED AGM	I already covered that point... Don't worry, as disorganized or badly organised as it is, minutes of the meeting are taken and duly filed...
I appreciated that the dinner at Cafe Andre was casual. In the summertime, and in an informal setting, putting on a coat and tie takes away from the enjoyment of the evening. In Prague, it was OK because that was a upscale restaurant, and the weather wasn't so hot. In La Rochelle, the dress was appropriate for the situation.	An interesting point of view, which will not be accepted by all ! Mostly by the ladies, who always appreciate an opportunity To pretty up and wear a nice dress...
I would like some clarification (and proper discussion) on whether or not these "small" biennial meetings are open to everyone on the List. Furthermore, as I am still not convinced by the organisational skills and value for money provided by Harry Fines, the Bruges programme will need to be very special to tempt me to attend.	Really, this is clearly explained in our statutes, which you can read on the website. Yes, all meetings are opened to all Friends. However, the planning is different for the small (General Assembly) meeting and the large reunion. In one case, we plan to have about 80 participants (+ or - 10 or twenty), which means finding a hotel willing to freeze about 60 rooms one year in advance. In the other case, we are planning for about 150 participants, and around 100 rooms pre-booked. Logistics are not the same... Therefore, non members are welcome at the small reunion provided that we have enough hotel rooms available. Otherwise, they will have to manage their hotel bookings by themselves.. As for Bruges, it will be up to you to decide, won't it?

33 attended the General Assembly and answered the questions

The general assembly was						
	Excellent	Good	Fine	Could be better	Poor	No opinion
Organisation	12.1% (4)	30.3% (10)	18.2% (6)	18.2% (6)	21.2% (7)	0.0% (0)
Conference facilities	3.0% (1)	54.5% (18)	24.2% (8)	18.2% (6)	0.0% (0)	0.0% (0)
Overall	6.1% (2)	39.4% (13)	18.2% (6)	21.2% (7)	15.2% (5)	0.0% (0)
Information	6.1% (2)	42.4% (14)	21.2% (7)	21.2% (7)	9.1% (3)	0.0% (0)
SL support	21.2% (7)	45.5% (15)	18.2% (6)	6.1% (2)	6.1% (2)	3.0% (1)
Deepwater projects, SL Organization, pension status	24.2% (8)	39.4% (13)	12.1% (4)	9.1% (3)	6.1% (2)	9.1% (3)
Pension payments and related problems	6.1% (2)	39.4% (13)	18.2% (6)	15.2% (5)	6.1% (2)	15.2% (5)