

We asked everyone who worked over MayFest three questions:

1. Out of ten, how likely is it you would recommend working MayFest to friends or family?
2. What went well?
3. What should we change for next time?

	Employees	PARIM responses
Number of responses	28	149
Completion rate (open to complete percentage)	48%	39%
NPS Score	-10	+42

Feedback scores and comments have been shared with the SMT.

**All** comments go into the feedback report, listed by question.

## What went well?

### Employees

- Teamwork, positivity and desire to make the event a success
- Communication improvements
- Pre-meeting brief, the briefing sheet and leaflets
- Managers more visible during the event
- Prompt radio replies
- Continued improved site facilities
- Social media coverage
- Great customer experience
- Cross-department collaboration
- Edinburgh Gin Garden and cabanas
- Step forward in staff welfare areas

### Parim

- Lovely staff and team camaraderie
- Great managers and supervisors
- Consistent procedures and smooth check-in
- Parking and staff lunch appreciated
- Immaculate grounds
- Well organised
- Communication
- Welfare stations
- Amazing atmosphere
- Helpful managers
- Keeping staff in the same stations for the event duration

## What can we look at?

### Employees

- **Experience of the build-up**
  - Other events on site
  - Communication and minimising late changes
- **During**
  - Check in directions and queues
  - Wifi and screens
  - Provision for guests with disabilities in all areas
  - Stock systems
- **Colleague experience**
  - Enhancing welfare/ break areas
  - Long days – need breaks

### Parim

- **Site**
  - Changes to signage, wifi, more bins, coffee machine in hospitality
  - End of day traffic management
  - Tills and PDQs
  - Bigger notes in betting floats
- **Customers:**
  - Look at dress code updates and communication
  - Reminder about not taking drinks offsite
- **Colleague experience:**
  - Enhancing welfare/ break areas
  - Daily steward briefing sheets
  - Branded sun hats
  - Clarity around pay and breaks

“Yes, It was fun to be part of it. Tiring but overall a great experience”

“Depending what role or department you are working in, it can be great fun”

“It was a great experience and apart from a few hiccups it was really fun to work such a prestigious racing festival”

“Went smoothly worked with nice people and the management staff were great” - **County Concourse**

“You can bring your personality to work and be yourself!” - **Final furlong**

“An enjoyable day interacting with your own team, other supporting security teams, shareholders, members and the general public.” - **Steward**

“I feel being respected and valued throughout the whole process. supervisors are nice and considerate” –  
**Champagne garden**

“From the chefs and Carl who was in charge of the waiting-on team made it fun to come to work every day” - **Turf**

Thanks for your feedback!