

If you could improve your RST experience, what would you like to change?

About stall set up, YOU SAID.....

Be stricter with bakers.... I advertised two products heavily and on the day they had copied it..

It could be really valuable if there are designated staff helping to load/unload boxes from cars to set up especially if there are stairs involved and heavy boxes

More space at venue to set-up

Please consider the spacing of similar stalls in your upcoming events. Having jewelry, perfume, abaya stalls all evenly spaced will allow for better experience for stall holders and less awkwardness from customers comparing prices

As most events are held in a masjid /near I think it be good if the events went on to 8ish after Isha as it's seems after every Salah the public comes in

Maybe Provide electricity

Some confusion with floor layout. We were told that food/drink would be outside the main hall. But we ended up in the main hall. For our mocktail stall, it would have been suitable to be outside the main hall, where customers were having food.

Improvement with regards to setting-up the stalls. For example, exhibitors who have the same product shouldn't be placed just opposite, next to or nearby which gives good space for each exhibitor to sell their products distinctively.

Going forwards, we will be strictly abiding by the floor plans and though we have previously accommodated changes on the day we will refrain from doing this for purpose of transparency. Unfortunately when stall holders arrive late, changes are made to the floor plan so that we do not have empty tables at the front. Repeat stall holders who are late will not be allocated a stall at the front going forwards

Communication regarding electricity was thorough and well communicated. We encourage you to check communication from us regularly

Vendors are welcome to use their allocated space to set up so as long as it does not affect other vendors.

We will ensure careful consideration about how similar stalls are spaced out.

We pay a large amount of money to use masjid facilities. Extending the hours means larger costs which will be reflected onto vendors. We therefore aim to strike a balance between costs to yourself and us.

Our policy with cake stalls allows for bakers to sell any cake or bake. We will however endeavour to ensure that we have oversight of the types of items being sold. We also encourage bakers to do their due diligence at the time of booking

About Bookings, YOU SAID.....

Not require full payment so early on. Maybe ask for a deposit to secure booking. Open up booking a bit later.

Initial process the wait for reply and or missing the contact to book

Maybe if the venue Wi-Fi username/ password can be posted on the Whatsapp groups beforehand will make it easier for stallholders 🔄 If available of course

I think for next time it should be clarified where the stalls will be as in basement etc as then we can plan ahead

Prior knowledge of parking situation (for all events not just Edmonton)

I think the events should indicate if there is parking around the area, onsite or minimal spaces along with if there are stairs to the hall. This can be deciding points when booking.

A person that actually answers the phone

FPE is organised by professionals with a full time job and students in full time education. As this is not our primary role we allocate a set amount of our personal time to help with enquiries. By doing this, we keep our costs low and so we reflect this onto your low hire fees. Getting someone to answer phone calls at any time of the day will result in employing a permanent member of staff. Something we will be doing in the future.

In order to better organise ourselves we will continue to open up bookings early and ensure a smooth and fair process. Leaving your bookings till last minute is unfair on us and other stall holders. We will also be stricter with our deadlines to avoid a delay for marketing and advertising purposes. We always offer payment plans to regular stall holders who have built their trust with us. Unfortunately from experience, we have wasted excessive time on bookings which have cancelled last minute, so not only affecting the overall event but also blocking an opportunity for a vendor who would have booked.

We will certainly share any information about parking and wifi going forwards. We have also made this a criteria for selecting a venue going forwards.

We will be more clear on the locations of the hall as well as access to it. We encourage you to also check at the time of booking

About venues, YOU SAID.....

Venue was too small

Venue was dirty, cold

Ensure facilities such as the bathrooms are well maintained and clean by the venue prior to event. Toilets were dirty and sink had rice all over it.

Venue didn't have free parking nearby and that may have impacted the footfall

Venue didnt have wifi and that affected sales

As an organisation we will always look to grow and not play it safe. This means that we will trial new venues. However after your feedback and personal experience we will not be booking Brent and Finsbury for future Ramadan souk events