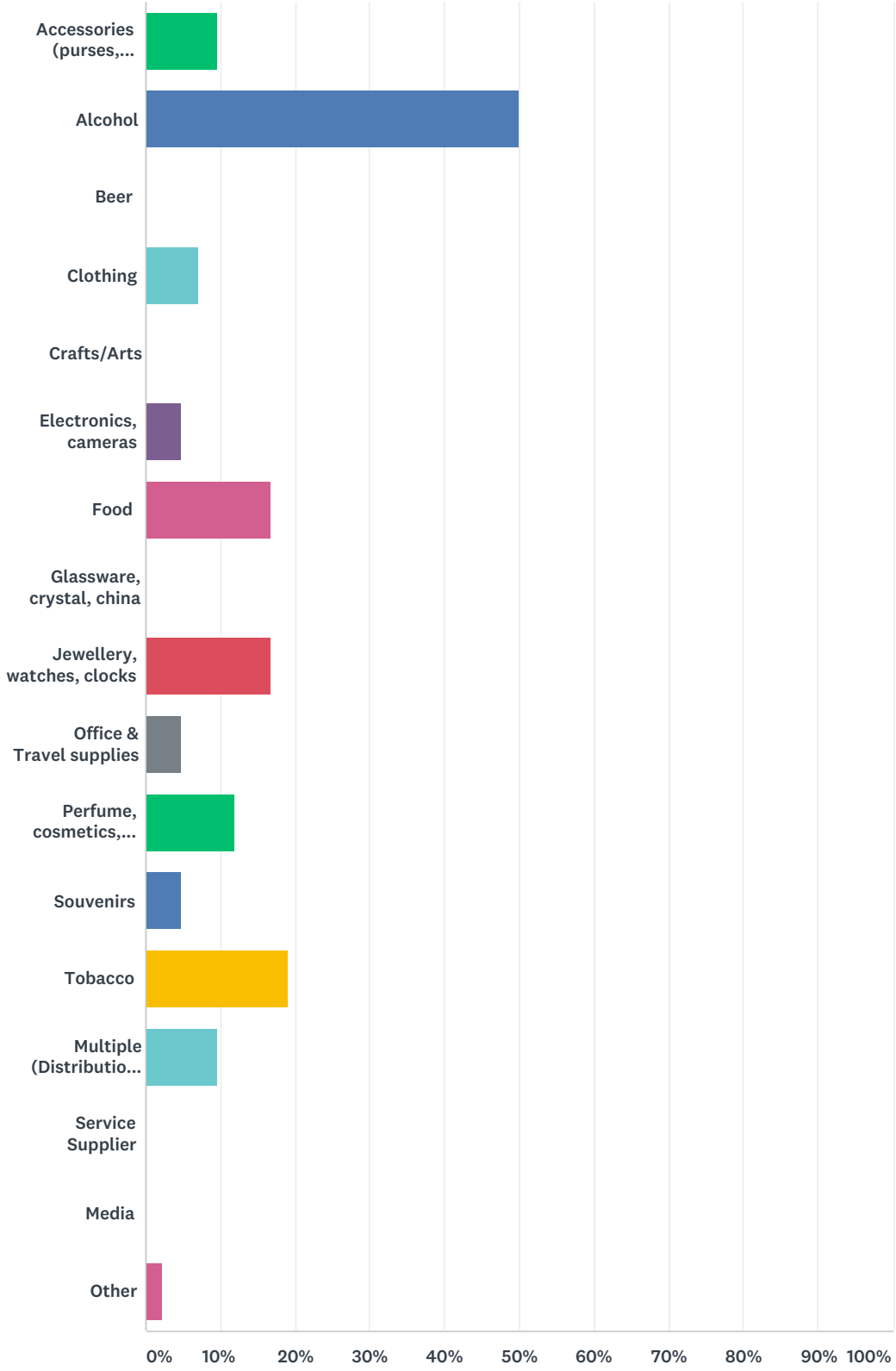
Q1 Please identify the product categories you represent in the duty free channel. You may select more than one category, however, if you are a large distributor representing multiple suppliers, please select 'multiple'.

Answered: 42 Skipped: 0



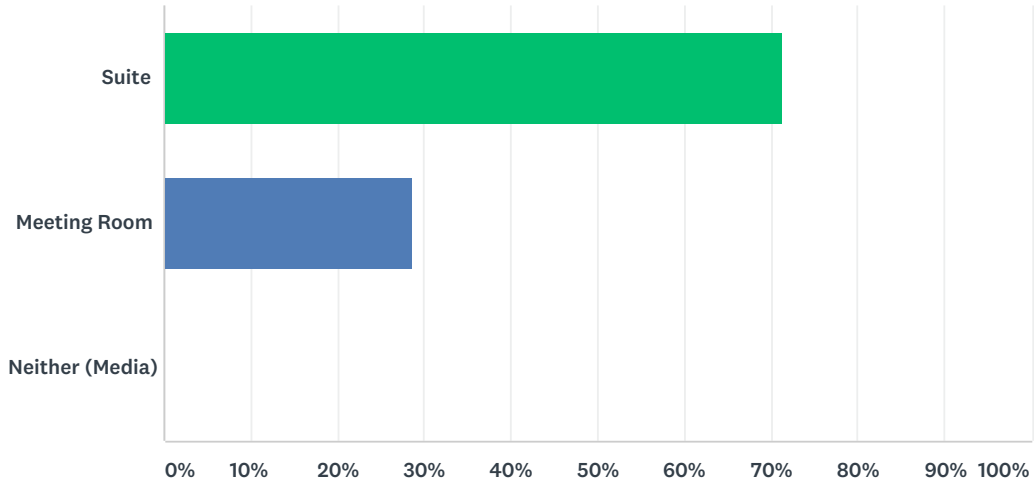
ANSWER CHOICES	RESPONSES	
Accessories (purses, wallets & sunglasses)	9.52%	4
Alcohol	50.00%	21
Beer	0.00%	0

Clothing	7.14%	3
Crafts/Arts	0.00%	0
Electronics, cameras	4.76%	2
Food	16.67%	7
Glassware, crystal, china	0.00%	0
Jewellery, watches, clocks	16.67%	7
Office & Travel supplies	4.76%	2
Perfume, cosmetics, skincare	11.90%	5
Souvenirs	4.76%	2
Tobacco	19.05%	8
Multiple (Distribution Companies)	9.52%	4
Service Supplier	0.00%	0
Media	0.00%	0
Other	2.38%	1
Total Respondents: 42		

#	OTHER (PLEASE SPECIFY)	DATE
1	Accessories	11/28/2018 5:23 PM
2	Toys	11/26/2018 12:29 PM
3	Wines and spirits	11/16/2018 3:41 PM

Q2 Did you exhibit in a suite or a meeting room on 2nd floor?

Answered: 42 Skipped: 0

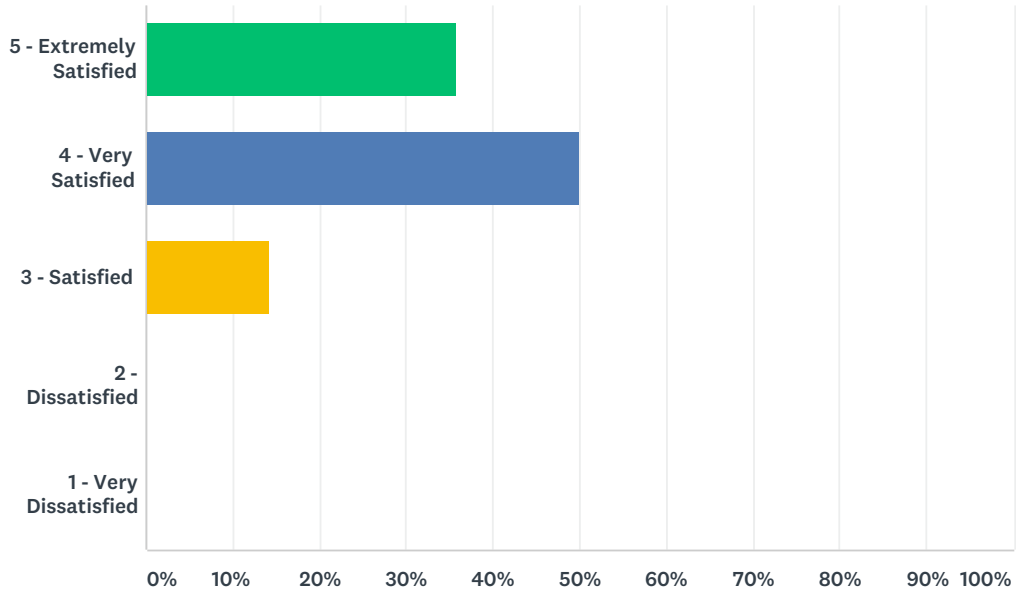


ANSWER CHOICES	RESPONSES	
Suite	71.43%	30
Meeting Room	28.57%	12
Neither (Media)	0.00%	0
TOTAL		42

#	OTHER (PLEASE SPECIFY)	DATE
1	Board Room	11/26/2018 11:49 AM
2	Meeting Room on 1st floor	11/16/2018 3:02 PM

Q3 Please rank your overall satisfaction with this year's Convention.

Answered: 42 Skipped: 0



ANSWER CHOICES	RESPONSES	
5 - Extremely Satisfied	35.71%	15
4 - Very Satisfied	50.00%	21
3 - Satisfied	14.29%	6
2 - Dissatisfied	0.00%	0
1 - Very Dissatisfied	0.00%	0
TOTAL		42

#	COMMENTS (TEXT BOX WILL EXPAND AS NECESSARY):	DATE
1	We loved it!	11/28/2018 7:44 PM
2	I had 18 meetings scheduled and everyone showed up!	11/28/2018 5:48 PM
3	Great venue and energy. Would prefer the Gala on Tuesday to keep buyers in for Wed. The meeting agenda by category did not work for us.	11/28/2018 5:23 PM
4	Better photo service by the FDFA professional photographer of the special events: Silent Auction items, Supplier Sponsored events	11/26/2018 12:29 PM
5	Better photo service by the official FDFA photographer of the tables at the silent auction and suppliers' sponsored events.	11/26/2018 12:29 PM
6	There was a great energy to this year's show and I think that the changes were well received and appreciated by all	11/19/2018 11:19 AM
7	Operators were less harried. Hotel worked well.	11/16/2018 3:52 PM
8	perfect hotel. great location.	11/16/2018 2:17 PM

Q4 Please rank your overall satisfaction with:

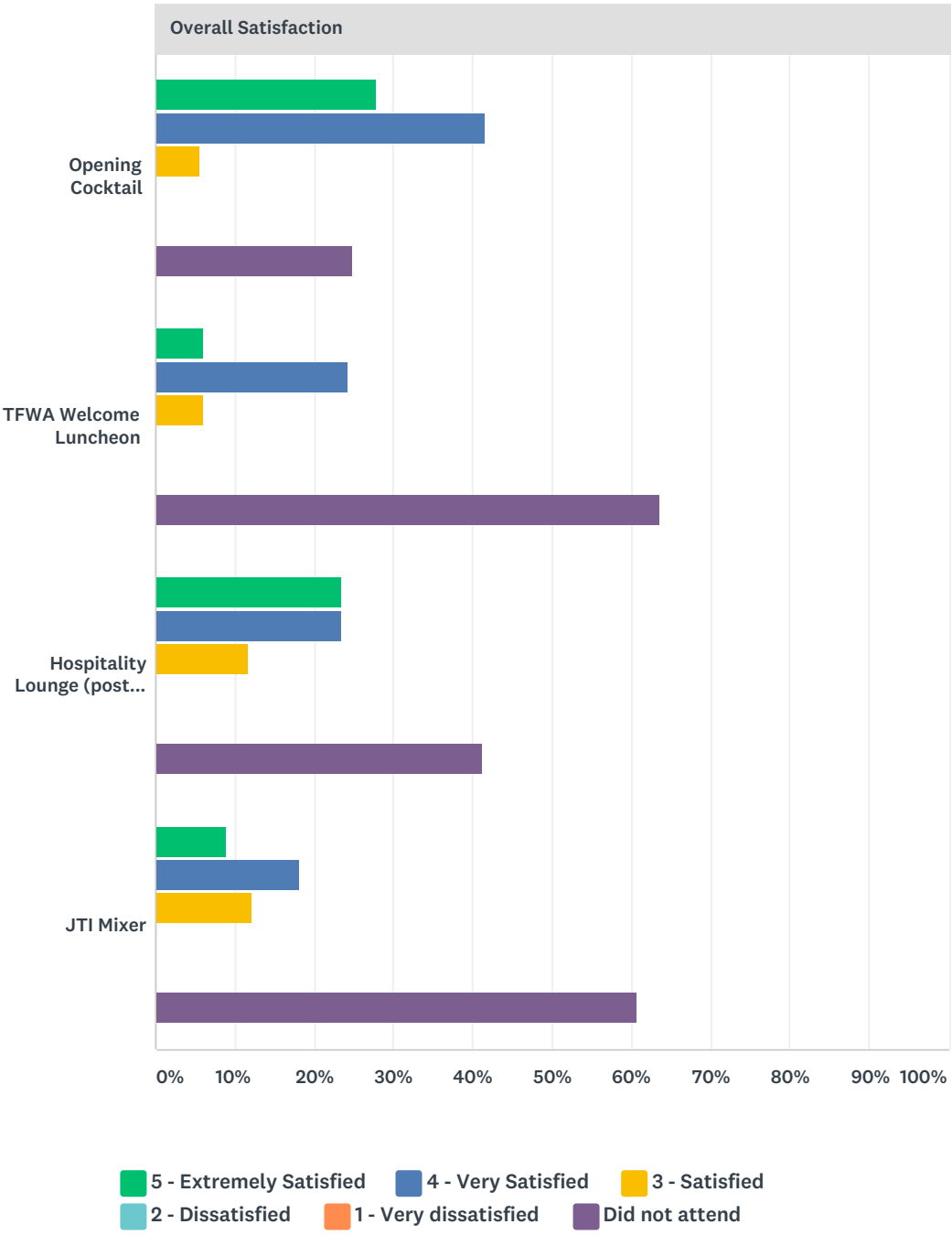
Answered: 42 Skipped: 0

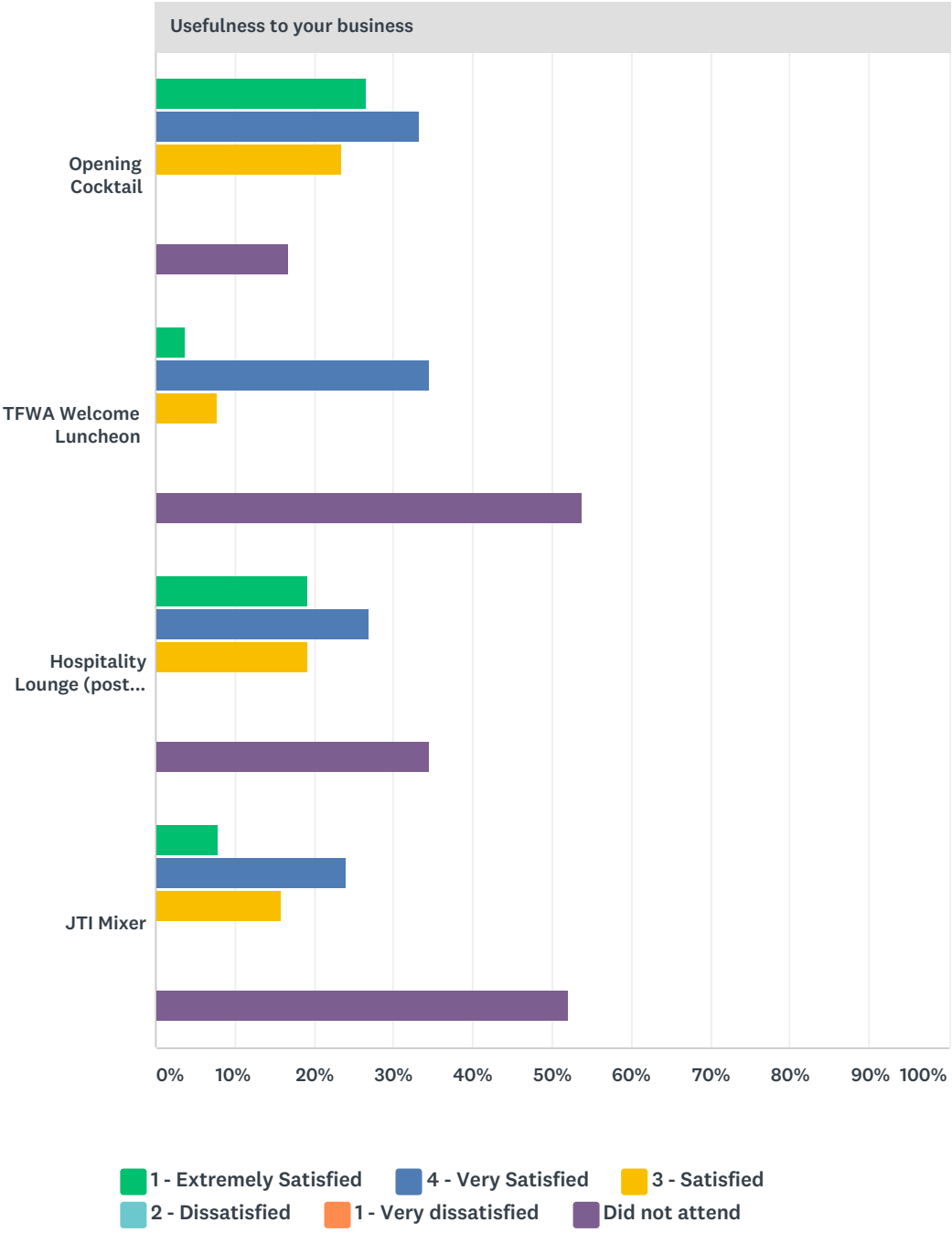
Overall Satisfaction						
	5 - EXTREMELY SATISFIED	4 - VERY SATISFIED	3 - SATISFIED	2 - DISSATISFIED	1 - VERY DISSATISFIED	TOTAL
Hotel property overall	52.38% 22	38.10% 16	9.52% 4	0.00% 0	0.00% 0	42
Hotel's service	64.29% 27	28.57% 12	4.76% 2	2.38% 1	0.00% 0	42
Hotel's storage and package handling	31.58% 12	44.74% 17	21.05% 8	2.63% 1	0.00% 0	38
Food & Hospitality in suites	35.14% 13	56.76% 21	5.41% 2	2.70% 1	0.00% 0	37
FDFA Breakfast & Lunches (Gala is identified separately below)	50.00% 15	26.67% 8	23.33% 7	0.00% 0	0.00% 0	30

#	COMMENTS (TEXT BOX WILL EXPAND AS NECESSARY):	DATE
1	do not have the FDFA B&L	11/28/2018 5:50 PM
2	Storage was a challenge	11/20/2018 9:12 AM
3	Did not go to any lunches or Breakfasts	11/16/2018 3:41 PM

Q5 Please identify your overall satisfaction with the following Convention Events (Gala review is identified separately):

Answered: 36 Skipped: 6





Overall Satisfaction

	5 - EXTREMELY SATISFIED	4 - VERY SATISFIED	3 - SATISFIED	2 - DISSATISFIED	1 - VERY DISSATISFIED	DID NOT ATTEND	TOTAL
Opening Cocktail	27.78% 10	41.67% 15	5.56% 2	0.00% 0	0.00% 0	25.00% 9	36
TFWA Welcome Luncheon	6.06% 2	24.24% 8	6.06% 2	0.00% 0	0.00% 0	63.64% 21	33
Hospitality Lounge (post Gala)	23.53% 8	23.53% 8	11.76% 4	0.00% 0	0.00% 0	41.18% 14	34
JTI Mixer	9.09% 3	18.18% 6	12.12% 4	0.00% 0	0.00% 0	60.61% 20	33

Usefulness to your business

	1 - EXTREMELY SATISFIED	4 - VERY SATISFIED	3 - SATISFIED	2 - DISSATISFIED	1 - VERY DISSATISFIED	DID NOT ATTEND	TOTAL
Opening Cocktail	26.67% 8	33.33% 10	23.33% 7	0.00% 0	0.00% 0	16.67% 5	30
TFWA Welcome Luncheon	3.85% 1	34.62% 9	7.69% 2	0.00% 0	0.00% 0	53.85% 14	26
Hospitality Lounge (post Gala)	19.23% 5	26.92% 7	19.23% 5	0.00% 0	0.00% 0	34.62% 9	26
JTI Mixer	8.00% 2	24.00% 6	16.00% 4	0.00% 0	0.00% 0	52.00% 13	25

#	OTHER (PLEASE SPECIFY)	DATE
1	This year my participation did not include the TFWA Luncheon, the Hospitality Lounge or the JTI Mixer so I am unable to comment on them.	11/29/2018 10:38 AM
2	I did not arrive until Monday afternoon. I thoroughly enjoyed the Gala dinner event! I value the networking opportunities there and am always interested to see the awards ceremony and to learn who the leaders are!	11/28/2018 5:54 PM

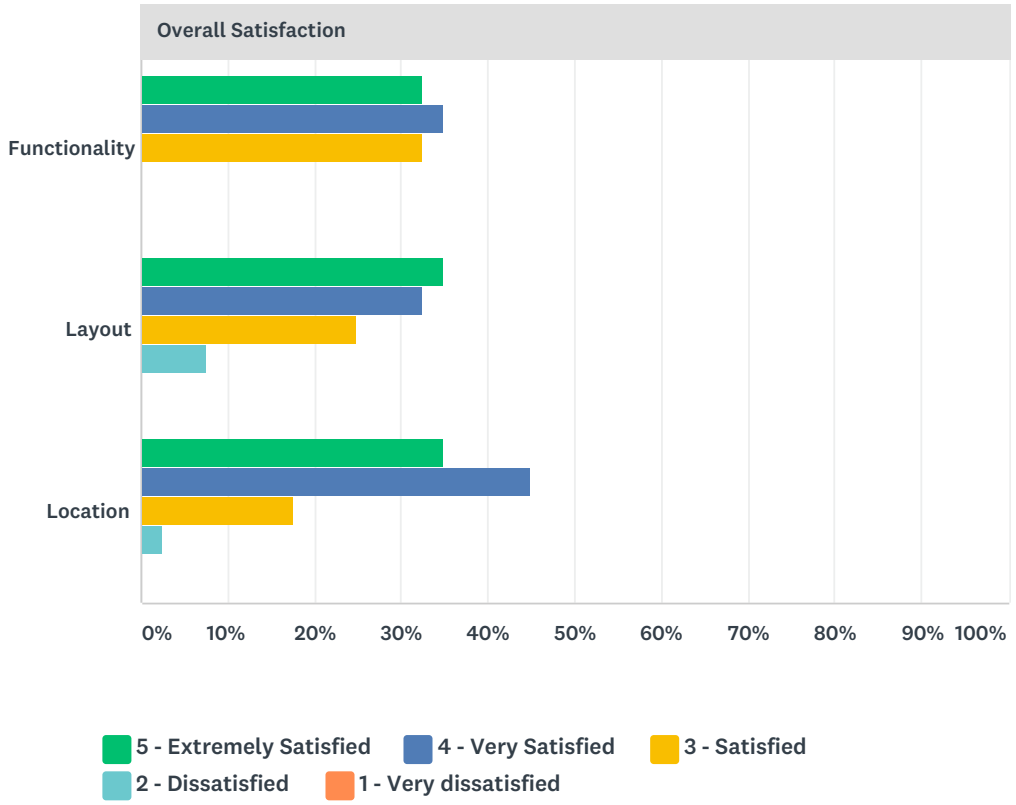
Q6 Please tell us your most favorite aspect of this year's Convention i.e. event, initiative, highlight?

Answered: 27 Skipped: 15

#	RESPONSES	DATE
1	Loved the opening cocktail - very welcoming and a good chance to meet with everyone.	11/29/2018 10:38 AM
2	We loved the gala and the time to sit formally with peers and customers.	11/28/2018 7:52 PM
3	Our Suite and the Gala was one of the best	11/28/2018 5:54 PM
4	Gala	11/28/2018 5:26 PM
5	Loved the all suite set up	11/28/2018 4:53 PM
6	Overall look and feel was outstanding. I truly enjoyed the gala as well.	11/28/2018 4:51 PM
7	Flowed quite nicely. Busy throughout the week. Meetings very successful.	11/27/2018 10:47 AM
8	The opening cocktail	11/26/2018 1:08 PM
9	Enjoyed the Gala Dinner - room & food fantastic	11/26/2018 12:55 PM
10	Seeing everyone as a true family reunion. The Hotel venue worked very well. The opening cocktail and silent auction were very exciting and useful to our business, as was the Gala Dinner. The welcoming baskets were very much appreciated and an elegant and warm gesture.	11/26/2018 12:39 PM
11	The Opening Cocktail night is always something I look forward to because you get a chance to mingle with the Operators on a social basis prior to the meetings the following day. The welcoming baskets were very much appreciated and a wonderful gesture.	11/26/2018 12:38 PM
12	Gala was beautiful	11/26/2018 11:51 AM
13	very strong participation level from DF managers and staff (well prepared for the one-on-one meeting)	11/22/2018 11:42 AM
14	The opening cocktail was fun and interactive, a great way to start the convention! Lot's of opportunity to net work. The Gala was also amazing, excellent venue and dinner! The space for the hospitality suite after was a bit small and hard to move around and network.	11/22/2018 10:28 AM
15	Gala on Monday	11/21/2018 1:23 PM
16	I liked that we could conduct our customer meetings in 2 days... they were busy days but I think just as effective. I also loved the meeting rooms on the 2nd floor versus being in a hotel room - felt more energy and part of the bigger picture	11/19/2018 11:21 AM
17	Opening cocktail reception and gala dinner were both best I can remember.	11/19/2018 10:20 AM
18	The gala was really well done and the food was excellent!	11/18/2018 10:43 AM
19	Liked having the Gala during the convention more than at the end, as it allowed everyone to leave if and when they needed to do so.	11/16/2018 3:57 PM
20	The highlight for me was the opening cocktail,very well done!!	11/16/2018 3:43 PM
21	The amazing staff	11/16/2018 3:03 PM
22	Gala being held early was wonderful. Much better management of our time.	11/16/2018 2:45 PM
23	Gala dinner	11/16/2018 2:37 PM
24	Very well organized.	11/16/2018 2:23 PM
25	more interactive and got rid of the trade floor.	11/16/2018 2:22 PM
26	Business was done a short efficient period of time.	11/16/2018 2:20 PM
27	opening cocktail	11/16/2018 2:17 PM

Q7 What was your level of satisfaction with the suite or meeting room layout in terms of function and logistics

Answered: 40 Skipped: 2



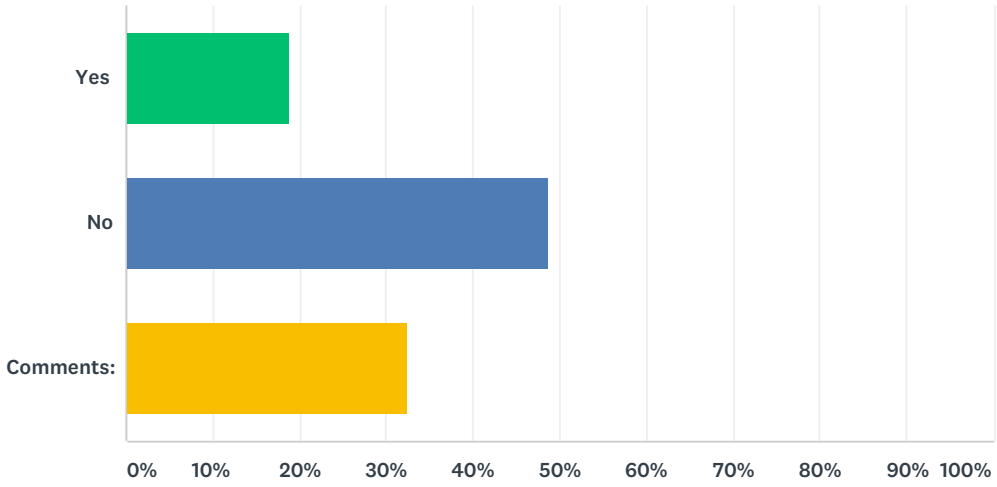
Overall Satisfaction						
	5 - EXTREMELY SATISFIED	4 - VERY SATISFIED	3 - SATISFIED	2 - DISSATISFIED	1 - VERY DISSATISFIED	TOTAL
Functionality	32.50% 13	35.00% 14	32.50% 13	0.00% 0	0.00% 0	40
Layout	35.00% 14	32.50% 13	25.00% 10	7.50% 3	0.00% 0	40
Location	35.00% 14	45.00% 18	17.50% 7	2.50% 1	0.00% 0	40

#	OTHER (PLEASE SPECIFY)	DATE
1	We did feel we were a bit far away from the elevator, but loved the suite and the layout. We did request additional lighting as we found the suite a bit dark, but the extra lighting fixed the issue!	11/28/2018 7:52 PM
2	suite did not look like the photos and we had to move things around to make it work.	11/28/2018 5:26 PM
3	SAME LOCATION NEXT YEAR!	11/28/2018 4:45 PM
4	Great idea putting the tower in front of the elevators directing buyers to suites on each floor	11/26/2018 12:55 PM
5	The lighting is always an issue in the suites.	11/26/2018 12:38 PM
6	Would be nice to have video screen in the board room but I called ahead and brought my own.	11/26/2018 11:51 AM
7	Meeting room was nice but location was not good (hard to find!)	11/22/2018 11:42 AM
8	Layout was not ideal for a presentation	11/20/2018 9:16 AM

9	Next year I would prefer being in a meeting room on my own.	11/19/2018 12:18 PM
10	The room worked very well for us	11/19/2018 11:21 AM
11	Difficult for Clients to find us	11/16/2018 3:03 PM

Q8 Did you experience any benefits from the new category days?

Answered: 37 Skipped: 5

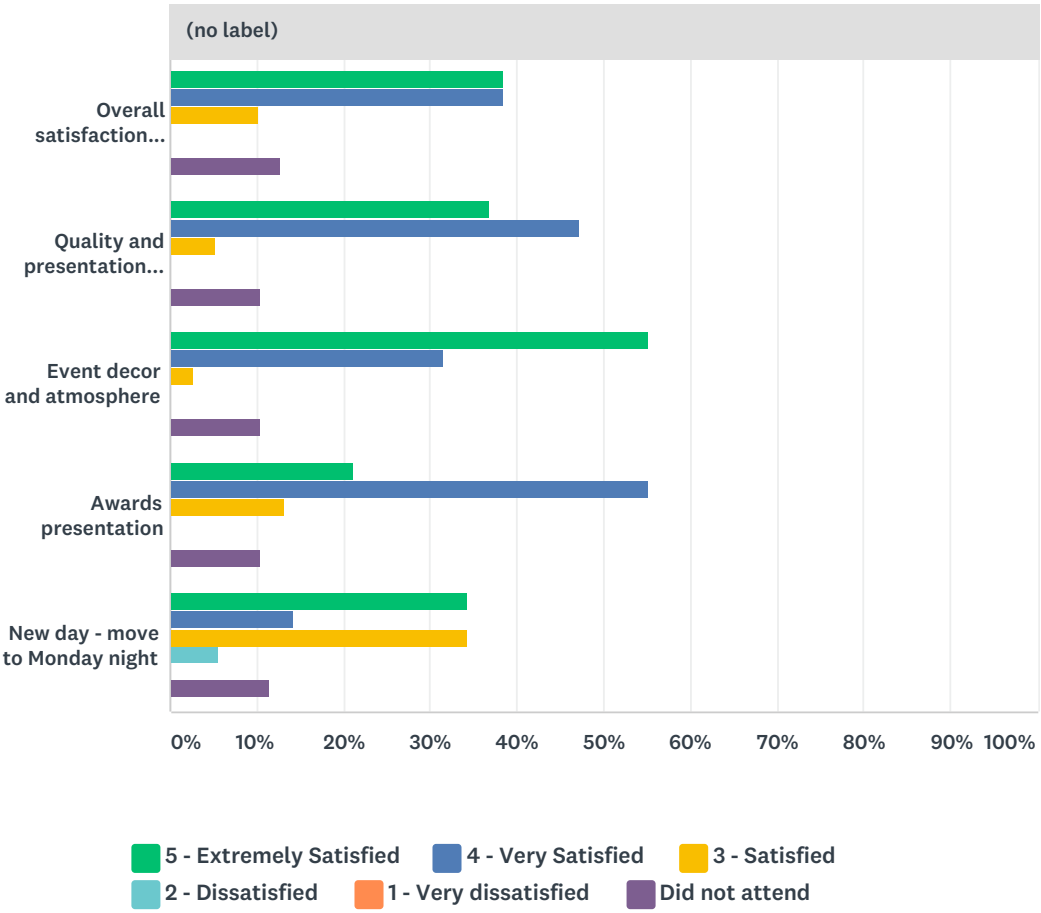


ANSWER CHOICES	RESPONSES	
Yes	18.92%	7
No	48.65%	18
Comments:	32.43%	12
TOTAL		37

#	COMMENTS:	DATE
1	I sish we had an extra day.	11/28/2018 10:07 PM
2	We need to go back to a three day. The Craft tasting was a good concept but only busy at lunch time	11/28/2018 5:54 PM
3	here again, I scheduled 18 meetings and everyone showed up!!! That's a BIG Win!	11/28/2018 5:54 PM
4	This backfired for us. We came Monday to set up but retailers wanted meetings on Monday so we missed a few. By Wednesday, our day, most had gone. I suggest not enforcing this next year.	11/28/2018 5:26 PM
5	Not sure to be honest!	11/28/2018 4:53 PM
6	WITH THE TWO DAY LIMIT I FOUND THAT EVERYONE INCLUDING MYSELF WAS EXTRAORDINARILY FOCUSED and keen to complete meetings in a timel manner	11/28/2018 4:45 PM
7	No, as we were not able to m,eet with some of our customers, because of it.	11/26/2018 12:39 PM
8	More concentrated appointments meant I did not have to be at the event for the entire time.	11/26/2018 11:51 AM
9	We found that we were still booking appointments all days to accomodate our stores. The larger meetings and presentations made it difficult to stay within our allotted days.	11/22/2018 10:28 AM
10	Yes, we returned home early, just following our last meeting	11/21/2018 1:23 PM
11	did not attend	11/19/2018 10:20 AM
12	I realized that most of the buyer were only going for 2 days, and booked those even if i didn't fit in the category days. To make sure we were meeting our Operators.	11/16/2018 2:20 PM

Q9 Please provide your satisfaction with the Imperial Gala Evening - Brought to you by the Imperial Tobacco Company

Answered: 39 Skipped: 3



(no label)

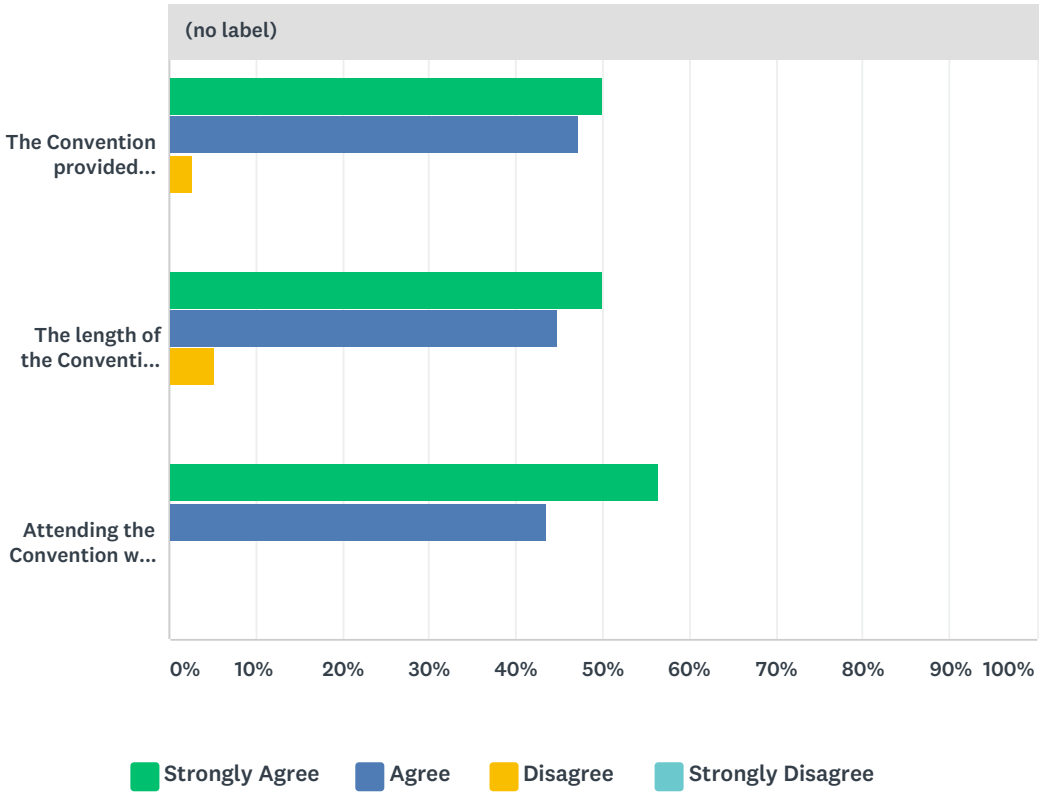
	5 - EXTREMELY SATISFIED	4 - VERY SATISFIED	3 - SATISFIED	2 - DISSATISFIED	1 - VERY DISSATISFIED	DID NOT ATTEND	TOTAL
Overall satisfaction with the Imperial Gala Evening	38.46% 15	38.46% 15	10.26% 4	0.00% 0	0.00% 0	12.82% 5	39
Quality and presentation of food	36.84% 14	47.37% 18	5.26% 2	0.00% 0	0.00% 0	10.53% 4	38
Event decor and atmosphere	55.26% 21	31.58% 12	2.63% 1	0.00% 0	0.00% 0	10.53% 4	38
Awards presentation	21.05% 8	55.26% 21	13.16% 5	0.00% 0	0.00% 0	10.53% 4	38
New day - move to Monday night	34.29% 12	14.29% 5	34.29% 12	5.71% 2	0.00% 0	11.43% 4	35

#	OTHER (PLEASE SPECIFY)	DATE
1	I have mixed feelings on holding the event early in the convention. It took place before our meetings so we could not relax as much as we would have liked. On the other hand it is nice to have an event that involves everyone together during the show versus having nights on your own.	11/29/2018 10:42 AM

2	if you have an opening cocktail Sunday night then move the Gala to Tuesday. It stopped people making appointments early Tuesday morning or just late for them...	11/28/2018 5:57 PM
3	Having the gala and cocktail back to back was too much and it offered folks to leave Tuesday, leaving suppliers who were supposed to have Wed meetings in the cold. Moving it to Tuesday (vs Mon or Wed) would be a good compromise.	11/28/2018 5:27 PM
4	Find too many awards I think Monday night worked but was an early evening due to meetings first thing on Tuesday morning.	11/26/2018 12:58 PM
5	We are very grateful to Imperial Tobacco, the sponsors of this important event.	11/26/2018 12:41 PM
6	Good decision to move the gala night.	11/26/2018 11:51 AM
7	the only comment would be that I would love to know why the store wins the award, what was their idea or why they are awarded best store.	11/19/2018 11:27 AM
8	Should have been on Tuesday night.	11/18/2018 11:57 AM
9	I think that it’s better to have the gala on the 3rd night not the 2nd.	11/18/2018 10:45 AM

Q10 Please indicate your level of agreement with each of the following statements:

Answered: 39 Skipped: 3



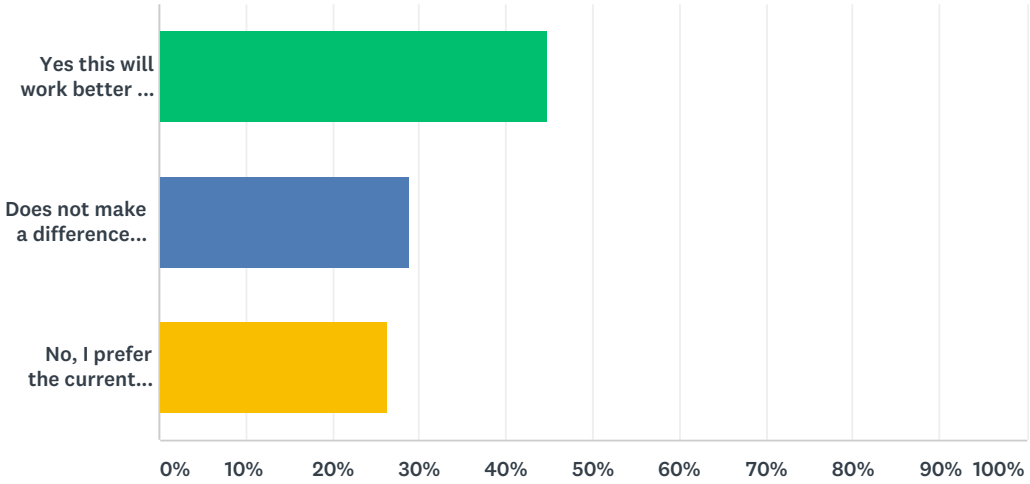
(no label)	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
The Convention provided excellent value	50.00% 19	47.37% 18	2.63% 1	0.00% 0	38
The length of the Convention was suitable	50.00% 19	44.74% 17	5.26% 2	0.00% 0	38
Attending the Convention was time well spent	56.41% 22	43.59% 17	0.00% 0	0.00% 0	39

#	COMMENTS:	DATE
1	We needed it to go back to three days.	11/28/2018 6:12 PM
2	Next Convention, I will come for the full 3 meeting days. As I attend this Show without an assistant - it was a lot to do in a short period of time. Lesson learned by me!	11/28/2018 6:03 PM
3	For non Liquor/perfume brands, the ROI is not justified, but it is a good time to network and be present. There are few orders until 2019 and then buyers forget what they forecasted and there is zero ROI. This happened now 2 years straight but we are optimistic 2019 will be our year. Having more buyers attend the Summit in March to see again brands and close sales is recommended. A Nov show is not strategic for selling.	11/28/2018 5:30 PM
4	Meetings were very successful and attendance was great.	11/27/2018 10:54 AM
5	We appreciate all of the sponsors that help make this convention an event you don't want to miss.	11/26/2018 12:47 PM
6	We appreciate the FDFA staff and volunteers and Board Members, as well as all the sponsors.	11/26/2018 12:47 PM

7	Venue was pricey for food, parking etc as compared to Niagara Falls. That's DT Toronto for you.	11/26/2018 11:53 AM
8	Great sales ,Great contacts and seeing everyone was a bonus!!	11/16/2018 3:46 PM

Q11 The 2019 Convention will take place at the King Edward Hotel November 11-14. The program has been moved ahead by a day so set-up/move-in will take place on Monday with meetings on Tuesday, Wednesday and Thursday. Please let us know if you support this change.

Answered: 38 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes this will work better for me	44.74%	17
Does not make a difference to me	28.95%	11
No, I prefer the current format with meetings Monday, Tuesday and/or Wednesday	26.32%	10
TOTAL		38

#	IF NO, PLEASE SPECIFY WHY:	DATE
1	Monday the 11th is a Rembrance day...	11/28/2018 7:57 PM
2	I think you have to look also a travel expense for people that take flights. It's sometime less expensive to travel on the weekend than a Monday. Also you are not loosing a full week out of the store of office.	11/28/2018 6:12 PM
3	The new days will enable us to enjoy our weekend previous to the show. The downside is traffic will be horrendous on the Monday.	11/26/2018 1:00 PM
4	We don't see anything wrong with the current format.	11/26/2018 12:47 PM
5	We don't see anything wrong with the current format; no need to change.	11/26/2018 12:47 PM
6	what would we do on Monday?	11/16/2018 4:17 PM
7	The new way eats up to much of the week!!	11/16/2018 3:46 PM
8	do not understand this we set up on Sunday and then we have meetings Tuesday to Thursday what do we do Monday?	11/16/2018 2:20 PM

Q12 Please provide us with your comments about this year's convention and include any suggestions to help us improve future FDFA Conventions.

Answered: 17 Skipped: 25

#	RESPONSES	DATE
1	We really enjoyed the conference, we loved the social events however felt perhaps a day in between the two social events would have been great! The food and service at the hotel in suite and at the events was fantastic! thank you for having us!	11/28/2018 7:57 PM
2	It was run extremely well. The only thing was the 3-D Element on the Vanity Fair Foyer served no purpose for the Operators. Hotel was one of the best overall and the STAFF +++	11/28/2018 6:12 PM
3	I thought Allison and her team did an excellent job! They make everyone feel as though we are all getting personal attention! Excellent from start to finish - and superior follow-up!	11/28/2018 6:03 PM
4	Covered my points already. Great job Allison and team!	11/28/2018 5:30 PM
5	Have already discussed food with hotel for next year. Post gala lounge was a little quiet maybe some music to dance. The opening cocktail was great so busy but a little tight. loved both the opening cocktail and the gala not sure that they are to close together being back to back?	11/27/2018 10:54 AM
6	Everything was great with the exception of the Wi-Fi issues.	11/26/2018 12:47 PM
7	We were very satisfied with everything except the WiFi issues that became very problematic for the ability to communicate.	11/26/2018 12:47 PM
8	Nothing special! Was very well organized	11/22/2018 11:44 AM
9	The convention was very well organized with lots of opportunity to network. The events were fun and interactive. The hotel and service was amazing!	11/22/2018 10:30 AM
10	Service at the hotel was excellent	11/21/2018 1:59 PM
11	Bravo to everyone involved in all of the changes and plans! Thanks for all of your hard work behind the scenes.	11/19/2018 11:28 AM
12	It was very well done this year all around.	11/18/2018 10:47 AM
13	need more operators attending.	11/16/2018 3:59 PM
14	Overall the convention was very good and well attended.I was very pleased to attend once again.	11/16/2018 3:46 PM
15	Please ensure that there is unlimited secured wifi. Went without internet access for entire event, as my corporate computer would not connect on a non-secure connection. I used my personal phone as a hotspot, but with only 3MB of wifi data allowed, that did not last very long.	11/16/2018 3:43 PM
16	Job well done	11/16/2018 2:46 PM
17	Hotel needs better Wifi Thanks for all your efforts with this year's convention. Great job!	11/16/2018 2:38 PM