

DERWENT POOL - CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓	✓✓		✓	
Helpfulness of the staff	✓✓✓✓	✓✓		✓	
Courtesy of the staff	✓✓✓✓✓	✓		✓	
General cleanliness	✓	✓✓✓✓✓	✓		
Condition of the facilities	✓	✓✓✓	✓✓✓		
Safety and security	✓	✓✓✓✓✓✓	✓		
Pool Water temperature	✓✓✓	✓✓✓			
Air temperature	✓	✓✓✓✓✓			
Value for money	✓✓	✓✓✓	✓✓		
Overall experience	✓✓	✓✓✓✓		✓	
TOTAL	24	34	7	4	0

COMMENTS RECEIVED	ACTION TAKEN
Thank you for introducing lane swimming – we have waited for years. I hope it is successful and you can add another night aswell!	We hope people enjoy this session aswell – we will regularly monitor attendance and re-look at the timetable if necessary.
Healthy snacks to purchase – fruit, cereal bars, etc.	Fruit is available to purchase from reception and we will speak to our vending contractor regarding the contents of the machines.
There was no-one on reception for information I would of likes. I waited 10 minutes then gave up.	Unfortunately all staff were on poolside lifeguarding for a private hire. The gym was closed and a notice should have been placed in reception informing customers of staff's whereabouts.
Showers in gents look tired – need a refit! Thank you	We are currently waiting for RDC to schedule the work, as the whole of the shower area is to be refitted
The pool really is very good and well cared for. The atmosphere is really pleasant, excellent team of staff and Ryedale have done really well to keep up the improvements	
Open at 7am to enable commuters to get the 8.10 train to York	We will monitor interest in early opening hours
The new location for the free standing weights in the gym is very inconvenient for using the surrounding pieces of gym equipment	Unfortunately, due to lack of space, this is the only suitable place for the weights at present

LIFESTYLES - CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2008

	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓	✓			
Helpfulness of the staff	✓	✓			
Courtesy of the staff	✓		✓		
General cleanliness	✓		✓		
Condition of the facilities	✓		✓		
Condition of the equipment	✓	✓			
Safety and security	✓			✓	
Air temperature	✓	✓			
Value for money	✓✓				
Overall experience	✓	✓			
TOTAL	11	5	3	1	0

COMMENTS RECEIVED	ACTION TAKEN
Mens showers are very poor Lockers are poor Need water machine in gym Need cold shower with sauna	Work on the mens showers in scheduled to take place very soon, but unfortunately it is not possible to make one of them permanently cold for the sauna. Staff are scheduled to deep clean the lockers and water is available from the vending machines in the foyer.
We all need more heavy weights	New heavy weights arriving soon!

NRLC - CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓				
Helpfulness of the staff	✓✓				
Courtesy of the staff	✓✓				
General cleanliness	✓	✓			
Condition of the facilities	✓	✓			
Safety and security	✓	✓			
Value for money	✓✓				
Overall experience	✓✓				
TOTAL	13	3	0	0	0

COMMENTS RECEIVED	ACTION TAKEN
No comments received	

RYEDALE POOL - CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2008

	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓✓✓✓✓✓✓	✓✓✓			
Helpfulness of the staff	✓✓✓✓✓✓✓✓✓✓	✓✓✓			
Courtesy of the staff	✓✓✓✓✓✓✓✓✓✓	✓✓✓✓			
General cleanliness	✓✓✓✓✓✓✓✓✓✓	✓✓✓	✓		
Condition of the facilities	✓✓✓✓✓✓✓✓	✓✓	✓✓		
Safety and security	✓✓✓✓✓✓✓✓✓✓	✓✓✓			
Pool Water temperature	✓✓✓✓✓✓✓✓	✓✓✓	✓✓		
Air temperature	✓✓✓✓✓✓✓✓	✓✓✓✓✓			
Value for money	✓✓✓✓✓✓✓✓	✓✓✓	✓	✓	
Overall experience	✓✓✓✓✓✓✓✓✓✓	✓✓	✓		
TOTAL	80	31	7	1	0

COMMENTS RECEIVED	ACTION TAKEN
It would be a good idea to have a shelf in the shower area for shampoo, soap, etc	Will discuss this with RDC
Put a water fountain in the toilet	Water fountain is available on poolside?
Very nice pool. At busier times we have had trouble getting lockers as many used without locking	
Please allow <u>carers</u> in either free or at a concessionary fee – or info as to how they can get this available to them	This issue will be raised at our next Board of Management Meeting
Please explain why there is a need for the over 50 & 60 timeslot. They never get out after there time so why limit everyone else.	There has always been a dedicated session for our more mature customers in order for them to avoid the “hustle and bustle” of a public swim.
Ryedale Pool is a pleasure to go to	
Pleasure!	
Examine no 11 – the only one not clean	Locker number 11 was checked and cleaned
Make the waterslide faster, steeper, longer and a bigger splash at the end!	