

## DERWENT POOL – CUSTOMER FEEDBACK

<b>JANUARY TO MARCH 2010</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	3	2	0	0	0
Helpfulness of the staff	3	2	0	0	0
Courtesy of the staff	3	2	0	0	0
General cleanliness	2	1	2	0	0
Condition of the facilities	1	2	2	0	0
Condition of the equipment	2	3	0	0	0
Safety and security	1	2	0	1	0
Air temperature	2	1	1	0	1
Value for money	3	0	1	1	0
Overall experience	2	2	0	0	1
	22	17	6	2	2

January	Showers freezing! Not a pleasant experience with children (blowing cold air)	Unfortunately we have been experiencing problems with the air handling unit - this is now rectified.
	Air conditioning cooler in the gym.	Staff to look into this.
	The lady called Lynn has impeccable customer service skills. Nice toilets, very clean.	
February	Who decided to remove all public swim from Friday afternoon - 12 people swimming 12/2 discrimination against under 60's	The Friday afternoon timetable has not altered for a number of years now - public swim is from 12 to 1.15pm and 2.45 to 4pm
	Very well organised inflatable session	
	Antiseptic hand gel on entry to the gym?	Sanitising spray is available within the gym to wipe machines down before / after use
March	Please put a lane for length swimmers Sat & Sun first thing	Unfortunately lanes cause more problems than they solve. We do have a lane swim session on a Wednesday evening.

## LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

<b>JANUARY TO MARCH 2010</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	2	1	0	0	0
Helpfulness of the staff	3	1	0	0	0
Courtesy of the staff	4	0	0	0	0
General cleanliness	0	2	2	0	0
Condition of the facilities	0	0	3	1	0
Condition of the equipment	0	1	2	1	0
Safety and security	0	2	1	0	0
Air Temperature	0	1	1	1	0
Value for money	2	2	0	0	0
Overall experience	1	2	1	0	0
	12	12	10	3	0

## Annex B

March	Music - why R&B of whatever it is - I am no expert! Can't we have something with a bit more get up and go!! There are several offers (Jan & Feb) for new members - what about loyalty rewards or incentives for existing members?	Fitness staff are currently looking at various challenges aimed at new and existing members.
	I enjoy using the facilities	
	Long delay in repairing the equipment.	We apologise for this and thank you for bearing with us. We have now finalised everything and the repairs / maintenance are scheduled to take place during the start of April.

### RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

<b>JANUARY TO MARCH 2010</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	11	1	0	1	0
Helpfulness of the staff	11	0	0	2	0
Courtesy of the staff	11	0	0	1	1
General cleanliness	8	2	3	0	0
Condition of the facilities	4	6	1	1	1
Condition of the equipment	5	7	0	1	0
Safety and security	7	2	3	0	0
Air temperature	8	2	1	1	1
Value for money	10	1	1	0	0
Overall experience	8	3	2	0	0
	83	24	11	7	3

January	Repair hairdryers - none of the 3 now function normally, at least one of them has been u/s since September.	<p>The problems with the hairdryers have been reported to RDC.</p> <p>A copy of your comments have been to them and we will continue to report the defects until they are repaired.</p>
	Please can you mend at least one hairdryer, thank you.	
	9pm on a very cold night and not a single hair dryer working, several have not been working since November 09	
	Please fix the hair dryers.	
	Please, please will you mend the hairdryers we need them, thank you.	
	Showers, hairdryers, locks on doors	
	Hairdryers broken	
	Lovely clean pool, staff impeccable manners and helpful - will be back	

## Annex B

	Super visit - helpful staff	
February	Fix hairdryers, staff need to cheer up and be polite	We are seeking to get the hairdryers repaired as soon as possible and staff will be reminded of good customer care during staff training
	Please can you put a lane in the adult session	We do have a lane swim session on a Friday evening, 8 to 9pm.
	Could we have hand dryers high up on the wall for hair dryers	We are looking at repairing / replacing the hairdryers as soon as we can
	I just want to comment on standard of instructor for my daughters swim lesson - excellent, she has learnt more today than for many previous weeks. Too hot on balcony though.	
March	We came for our daughter to use a snorkel after seeing the picture in the timetable - to find it is against policy	Unfortunately, for health and safety reasons snorkels and not allowed to be used during a public session. We run specific snorkelling courses during the holidays
	Ryedale Pool staff - ten out of ten	
	Beautiful pool, staff nothing but helpful, excellent manners and made visit a lot more relaxed. Will be back, kids had a fab time 10 / 10 - thank you!	
	Staff on today had immaculate manners and helped me with my small daughter. Without their help I would have struggled. 1 male and 1 female - please let them know how grateful I am.	
	Get rid of fizzy pop and sweet machines. Advertise your assets more - fab pool with great potential, needs promoting.	
	Providing baby changing mats, provide play pen. Some staff almost ignored my friends when temp of pool was commented on.	Unfortunately we had a problem on this day and had to top up the pool with an amount of cold water, thus affecting the water temp.