



Snapshot Report

Harborough District Leisure Trust - Harborough

Leisure Centre

Leisure Visit - Pool

Thursday, 09 April, 2015

CONFIDENTIAL



This is our QR Code

Download a QR App and scan this image



@ShopperAnonUK

Specialists in:

- Mystery Shopping
- Customer Service Training
- Sales Training
- Focus Groups
- Business Mentoring

For great tips and ideas, please go to www.shopperanonymous.co.uk

Executive Summary

Harborough District Leisure Trust - Harborough Leisure Centre

Visit Details					
Date	Thursday, 09 April, 2015	Time of Visit:	12:20	Experience	Leisure Visit - Pool

The Experience					
Experience	Actual Score	Potential Score	%	Change Since Last Visit	
1. Outside	4	5	80%	N/A	
2. Reception Enquiry	19	20	95%	N/A	
3. The Changing Rooms Experience	10	10	100%	N/A	
4. Swimming Pool	20	20	100%	N/A	
5. The Cafe Experience	31	31	100%	N/A	
6. Vending Machines	2	2	100%	N/A	
7. Dealing with the Complaint	0	0	N/A	N/A	
Overall totals:		86	88	98%	N/A

 **Less than 60%**

 **Between 60% and 78%**

 **79% or more**

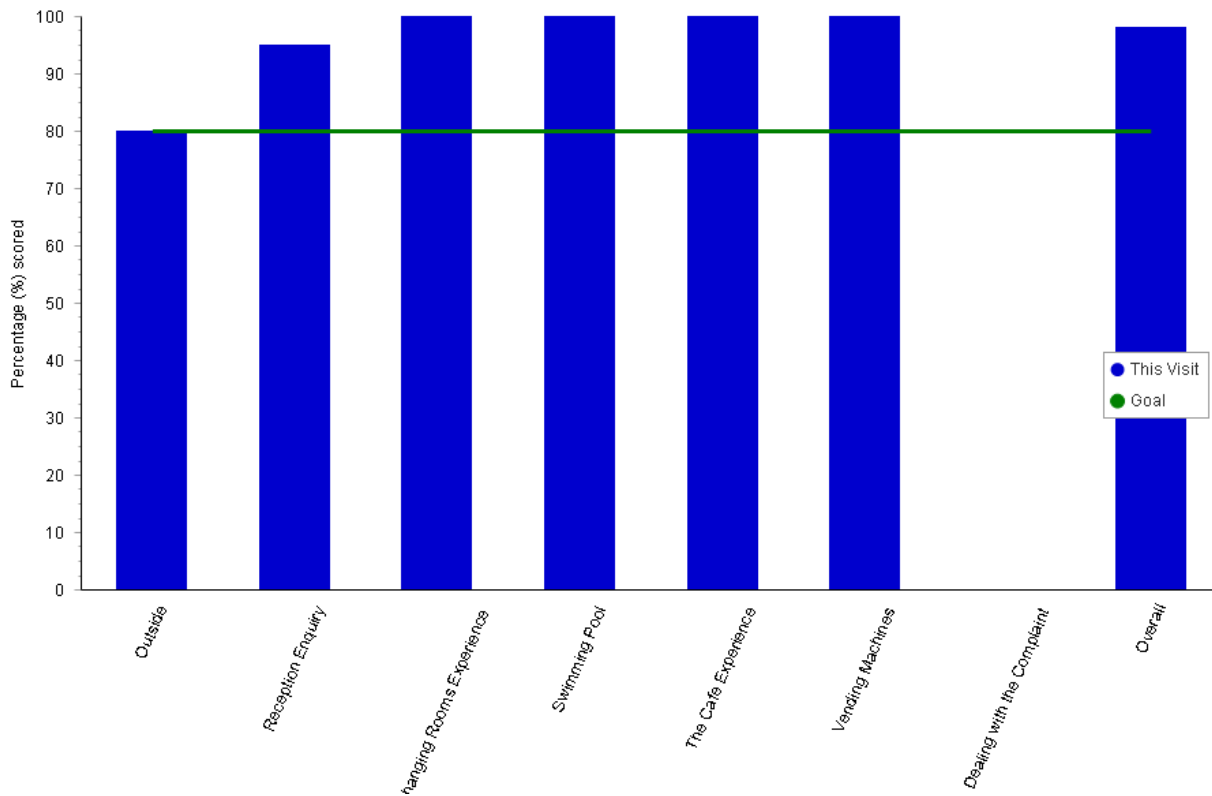
Key Performance Indicators					
Presentation	97%	Customer Service	98%	Sales Skills	100%

Executive Summary

Harborough District Leisure Trust - Harborough Leisure Centre

Visit Details

Date Thursday, 09 April, 2015
Time of Visit: 12:20
Experience Leisure Visit - Pool



Executive Summary

Harborough District Leisure Trust - Harborough Leisure Centre

Overall Impressions	
What was the most positive aspect of your visits?	All the staff members we met were polite, friendly and helpful. They were all working hard at job related tasks throughout our visit
What was the least positive aspect of your visits?	I felt disappointed that we were asked to leave the pool 5 minutes before the time we had been told the public swimming session ended
Based on all of these experiences, would you recommend the Leisure Centre to others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Based on this experience, what three improvements would you make if you were the Centre Manager?	<p>I would make sure that the entrance and exit doors were not blocked off, so that customers could enter and exit the leisure centre through separate doors.</p> <p>I would ensure that staff were told to explain to customers that the session times for public swimming would end five minutes before the time the next session began, and that this was also explained on the session timetables displayed on the leisure centre website.</p> <p>I would put up a sign displaying the opening times of the leisure centre near the entrance doors.</p>
Whilst at the centre, did you see the following advertised:	
The centre's website	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Swimming lessons	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Health and Fitness Memberships	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Comments:	<p>My husband and I were very impressed with the facilities available at Harborough Leisure Centre. We felt that it was very well run. The staff were excellent ambassadors for the leisure centre, working hard as a team to keep everything running smoothly.</p> <p>We thoroughly enjoyed our visit and if we lived in the area we would be regular visitors. I would be very happy to recommend Harborough Leisure Centre to others.</p>

Visit Information

Shopper: Female in her Forties

Weather:



Report Information

Within this report there are 3 categories of questions.
Each represents a key performance indicator as follows:

P	Presentation
C	Customer Service
S	Sales Skills

If you would like to discuss this report, please call Paul Matthews on 07710 394 729 or email paul.matthews@shopperanonymous.co.uk

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

1. Outside						
					Value	Score
1.1	Was the car park easy to locate?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
1.2	Was the car park clear of litter?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
1.3	Was the entrance clearly marked?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
1.4	Was the area directly outside the leisure club clean and clear?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
1.5	Were the opening times clearly displayed?	P	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	1	0/1
1.6	<p>Comments:</p> <p>The leisure centre was well signposted and easy to find. On our arrival, my husband and I found the car park very easy to locate. It was a large car park with plenty of available parking spaces. The area around the leisure centre was tidy and free from litter and the exterior of the building was well maintained. The grass areas were neatly cut and well kept.</p> <p>There was no notice advertising the opening times. The entrance doors to the leisure centre were blocked off, so we had to enter the building through the exit doors. This wasn't a problem at the time of our visit, but I would imagine it could be very inconvenient at busy times when lots of customers were entering and exiting the building at the same time.</p>					
						SCORED 4 out of 5 = 80%

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

2. Reception Enquiry					
				Value	Score
2.1	What was the staff member's name or description?	Claire			
2.2	How long did it take to be served?	Immediately			
2.3	Nature of enquiry:	I enquired about the price of an adult swim			
2.4	Did the staff member welcome you?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.5	Did the staff member give you their full attention?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.6	Did the staff member display positive body language through:	C			3/3
	Eye contact?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Smile?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Good posture?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
2.7	Was the staff member polite and courteous?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.8	Was the staff member:	P			4/4
	Well Presented?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Properly groomed?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Wearing a name badge?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Wearing a uniform?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
2.9	Did the staff member enthusiastically deal with your request?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.10	Did the staff member offer you any additional products or services?	S	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	3	3/3
2.11	Was the payment transaction smooth and error free?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.12	Did the staff member wish you an enjoyable visit or similar?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	2/2
2.13	Did the staff member offer directions to your chosen activity?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
2.14	Were you made aware that any of the facilities at the centre were not in operation?	C	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
2.15	Were all staff members busy with job related tasks?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1

2.16 **When leaving the centre, did the receptionist acknowledge that you were leaving with a goodbye or similar?** C Yes No 1 0/1

2.17 **Comments:**

Claire greeted my husband and me warmly, then asked how she could help us. I told her that we wanted to swim in the pool, then enquired how much it cost for an adult swim. Claire politely asked if we were over fifty years old, adding that there was a special reduced price of £2.65 per person for the over 50s.

Claire informed me that we would only be able to swim for half an hour because the mother and baby session began at 11:00. I told her that a thirty minute swim would be fine, then paid her in cash. She gave me the correct change and my receipt.

Claire asked us if we had been to Harborough Leisure Centre before. I told her that this was our first visit. Claire then gave us clear directions to the changing rooms and pool. She did not inform us that any of the facilities at the centre were not in operation, but as far as I was aware all the facilities were available, so that was not an issue.

I thanked Claire for her help. She said she hoped we would enjoy our swim, then we said goodbye.

I found Claire to be a pleasant and friendly staff member. She made my husband and me feel very welcome on our first visit to Harborough Leisure Centre and we were very pleased to be offered a reduced price as we were both over the age of 50. However, Claire did not acknowledge us later when we were leaving the leisure centre. A friendly word of farewell would have made us feel even more welcome as new customers.

SCORED 19 out of 20 = 95%

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

3. The Changing Rooms Experience						Value	Score
3.1	Male or female changing room:				Unisex cubicles		
3.2	Time of the visit:				12:25		
3.3	Once in the leisure centre, were the changing rooms easy to locate?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.4	Was your locker easy to operate?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.5	Was the shower clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.6	Were the wash basins clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.7	Were the toilets clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.8	Was the floor clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.9	Was there soap available?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.10	Was toilet paper available?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.11	Were the hand dryers working?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.12	Were the mirrors clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
3.13	<p>Comments:</p> <p>The changing rooms were well signposted and easy to locate from the reception area.</p> <p>There were plenty of available cubicles in the unisex changing area, as well as separate single sex changing rooms. The cubicles, toilets, wash basins, floors and mirrors were spotlessly clean and well maintained. There was toilet paper and liquid soap available and the hand dryers were in full working order.</p>						
						SCORED 10 out of 10 = 100%	

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

4. Swimming Pool						
					Value	Score
4.1	Date and Time of the visit:	09/04/2015 at 12:30				
4.2	What was the staff member's name or description?	Andy				
4.3	Once in the leisure centre, was the pool easy to locate?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.4	Was the pool area clean?	P	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.5	Was the style of music appropriate?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.6	Was the volume appropriate?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.7	Was it easy to find assistance?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.8	If you received assistance, did the team member display positive body language through:	C				3/3
	Good Posture?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Eye Contact?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Smile?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
4.9	Did the staff member enthusiastically deal with your request?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.10	Did the staff member demonstrate good product knowledge?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.11	Did the staff member provide a solution?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	1/1
4.12	Was the staff member:	P				6/6
	Well Presented?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Properly groomed?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Wearing a name badge?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Wearing a uniform?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Polite		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
	Courteous		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	1	
4.13	Did you feel the lifeguards were attentive and focused on the safety of the bathers at all times?	C	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	3	3/3

4.14 **Comments:**

The pool was spotlessly clean and well maintained. In addition to the main pool, there were two baby pools with toys, as well as a large water slide for older children. My husband and I were very impressed with the wide range of facilities available.

There were two lifeguards on duty, who were sitting on stepladders at either side of the pool. They were alert and watching the pool carefully throughout our visit.

Both lifeguards were wearing uniforms and had name badges. I spoke to a lifeguard called Andy, asking him what times public swimming was available that day. He explained that the pool closed to the public at 13:00 that afternoon, when there was a parent and toddler session for an hour. The pool reopened to the public at 14:00, but Andy added that as it was school holidays there would then be a Float Fun session for an hour. He explained that the pool was likely to be very crowded with children until after 15:00. I thanked Andy for his help, saying that my husband and I might possibly return for another swim after 15:00, when the pool was likely to be quiet again.

I was very surprised when Andy blew a whistle at 12:55, then instructed all swimmers to leave the pool. He said that the parent and toddler session was due to begin. My husband and I knew that we would have to get out of the pool at 13:00, but were a little disappointed that the half hour swim we had anticipated had been cut short by a full five minutes. We felt that we should have been informed that we would have to leave the pool at 12:55 when we paid for our swims at reception. However, it was a minor point, and we did not feel it was worth complaining about. We had thoroughly enjoyed our swim and were expecting to have to get out of the pool in five minutes anyway.

We were very impressed with the vigilance of both the lifeguards, and with Andy's knowledge of the pool timetable. He was polite, friendly and helpful, taking the time to give us all the information we needed.

SCORED 20 out of 20 = 100%

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

5. The Cafe Experience					
				Value	Score
5.1	What was the staff member's name or description?	Tiff			
5.2	How long did it take to be served?	Immediately			
5.3	How many customers were in the area?	25			
5.4	Were the products on display neatly presented?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.5	Did the products on display appear fresh and appetising?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.6	Were the products on display clearly labelled and priced?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.7	Were the menus obvious and easy to read?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.8	Were the following areas clean:	P			2/2
	The counter?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	The floors?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
5.9	Was the following furniture clean:	P			3/3
	The tables?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	The chairs?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	The baby chairs?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
5.10	Did the staff member verbally welcome you?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.11	Did the staff member give you their full attention?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.12	Did the staff member display positive body language through:	C			3/3
	Good Posture?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Eye Contact?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
	Smile?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	
5.13	Did the staff member enthusiastically deal with your request?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.14	Did the staff member ask questions to clarify your request?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.15	Did the staff member demonstrate good product knowledge?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1

5.16	Did the staff member suggestive sell items that would complement your request?	S	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	5/5
5.17	Was the payment transaction smooth and error free?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.18	Did the staff member thank you?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.19	Was your order handed to you in an appropriate manner?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.20	Was your order correct?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.21	Were you provided with the appropriate utensils?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.22	Were the utensils clean?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.23	Was the staff member polite and courteous?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.24	Did your purchase meet your expectations in terms of presentation?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.25	Did your purchase meet your expectations in terms of quality and taste?	C	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
5.26	<p>Comments:</p> <p>The cafe at Harborough Leisure Centre was of a very good size for a sports centre cafe. It was fairly busy at the time of our visit, but there were plenty of available tables. The cafe was clean and tidy, with no uncleared tables. Both the staff members were working hard to keep the service running smoothly.</p> <p>My husband and I chose our food items from the cabinets, then approached the counter. Tiff greeted us as soon as we arrived at the counter, then asked my husband if he would like her to heat his pasta and meatballs. She said she would bring it over to our table when it was ready.</p> <p>Tiff asked us if we wanted any hot drinks as well as the bottles of Coca Cola we had selected. We said that we would both like a latte. Tiff asked us what size coffees we wanted. I asked for a medium latte and my husband said he would just like a small one. Tiff did not ask if we wanted any cake or any other items to go with our coffees, so I told her that we would also like two slices of the Victoria sponge cake we had seen on the counter.</p> <p>I paid cash for our food and drink, then Tiff gave me the correct change. She did not give me a receipt, so I asked her for one. Tiff invited us to sit down at one of the tables in the cafe, adding that she would bring our coffees and slices of cake over to our table with my husband's pasta.</p> <p>We found a table and sat down, then about two minutes later Tiff brought our lattes and my husband's pasta to our table. She said she hoped we would enjoy our meals.</p> <p>Tiff had forgotten to bring our Victoria sandwich cake, so I had to remind her about it. She apologised, went back to the counter, then returned with the slices of cake on two plates. I thanked Tiff and she went back to the counter.</p> <p>I found Tiff to be a polite, friendly and helpful staff member. She forgot to bring us the cake we had ordered, but it was a simple mistake to make and she apologised for the error immediately.</p>				
SCORED 31 out of 31 = 100%					

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

6. Vending Machines				Value	Score
6.1	Did all vending machines seem to be in good working order?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
6.2	Were all vending machines that you saw well stocked?	P	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	1/1
6.3	Comments: The vending machines were well maintained and in full working order. They were well stocked with a good variety of items. There were a few gaps, but there was plenty of choice available in all the vending machines.				
					SCORED 2 out of 2 = 100%

Snapshot Report

Harborough District Leisure Trust - Harborough Leisure Centre

Thursday, 09 April, 2015

7. Dealing with the Complaint			Value	Score
7.1	Nature of Scenario:	N/A. We did not make a complaint, as we did not have any real grievances		
7.2	What was the Reception staff member's name or description:	N/A		
7.3	Did the Reception staff member give you their full attention?	C	N/A	
7.4	Did the Reception staff member offer to get a duty manager to come and speak to you?	C	N/A	
7.5	What was the Duty Manager's name or description:	N/A		
7.6	Did the Duty Manager introduce themselves?	C	N/A	
7.7	Were you invited to move away from a public area to somewhere more private if appropriate?	C	N/A	
7.8	Did the Duty Manager give you their full attention?	C	N/A	
7.9	Did the Duty Manager display positive open body language through:	C		0/0
	Good posture?	N/A		
	Eye contact?	N/A		
	Concerned expression?	N/A		
7.10	Did you feel confident that the Duty Manager was taking your complaint seriously?	C	N/A	
7.11	Did the Duty Manager demonstrate understanding and empathy?	C	N/A	
7.12	Did the Duty Manager tell you what action they were going to take next?	S	N/A	
7.13	Did you leave feeling confident that the matter was dealt with to your satisfaction?	P	N/A	
7.14	Were you given a time frame in which the matter would be dealt with?	C	N/A	
7.15	Comments:	I did not make a complaint, so have answered all the questions in this section as not applicable.		