

Appendix D

Customer Feedback

JANUARY

	Great	Good	OK	Poor	Total	% Great	% Good	% OK	% Poor	% Great/Good
Customer Information	3	5	1		9	33.3	55.6	11.1	0.0	88.9
Cleanliness	2		5	2	9	22.2	0.0	55.6	22.2	22.2
Staff - Attitude & Appearance	2	6	1		9	22.2	66.7	11.1	0.0	88.9
Range of Facilities	2	3	2		7	22.2	42.9	28.6	0.0	71.4
Activity Programmes	2	1	1		4	22.2	25.0	25.0	0.0	75.0
Catering & Vending	2	1	1		4	22.2	25.0	25.0	0.0	75.0
Overall	2	1	4		7	22.2	14.3	57.1	0.0	42.9

FEBRUARY

	Great	Good	OK	Poor	Total	% Great	% Good	% OK	% Poor	% Great/Good
Customer Information	2	4			6	22.2	66.7	0.0	0.0	100.0
Cleanliness	1	5		1	7	11.1	71.4	0.0	14.3	85.7
Staff - Attitude & Appearance	4	3			7	44.4	42.9	0.0	0.0	100.0
Range of Facilities	2	1	2	1	6	22.2	16.7	33.3	16.7	50.0
Activity Programmes	5	2			7	55.6	28.6	0.0	0.0	100.0
Catering & Vending	2	2	1		5	22.2	40.0	20.0	0.0	80.0
Overall	2	3			5	22.2	60.0	0.0	0.0	100.0

MARCH

	Great	Good	OK	Poor	Total	% Great	% Good	% OK	% Poor	% Great/Good
Customer Information	3	2	1		6	33.3	33.3	16.7	0.0	83.3
Cleanliness		5	2		7	0.0	71.4	28.6	0.0	71.4
Staff - Attitude & Appearance	4	1	1		6	44.4	16.7	16.7	0.0	83.3
Range of Facilities	1	2	1		4	11.1	50.0	25.0	0.0	75.0
Activity Programmes	2	2	1		5	22.2	40.0	20.0	0.0	80.0
Catering & Vending	4			1	5	44.4	0.0	0.0	20.0	80.0
Overall	3		2		5	33.3	0.0	40.0	0.0	60.0