



Snapshot Report

Harborough District Leisure Trust - Lutterworth

Sports Centre

Leisure Visit - Pool

Thursday, 09 April, 2015

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Executive Summary


Harborough District Leisure Trust - Lutterworth Sports Centre

Visit Details

Date Thursday, 09 April, 2015
Time of Visit: 10:15
Experience Leisure Visit - Pool

The Experience

Experience	Actual Score	Potential Score	%	Change Since Last Visit
1. Outside	5	5	100%	N/A
2. Reception Enquiry	18	20	90%	N/A
3. The Changing Rooms Experience	9	10	90%	N/A
4. Swimming Pool	19	20	95%	N/A
5. The Cafe Experience	26	31	84%	N/A
6. Vending Machines	2	2	100%	N/A
7. Dealing with the Complaint	0	0	N/A	N/A
Overall totals:	79	88	90%	N/A

 Less than 60%

 Between 60% and 78%

 79% or more

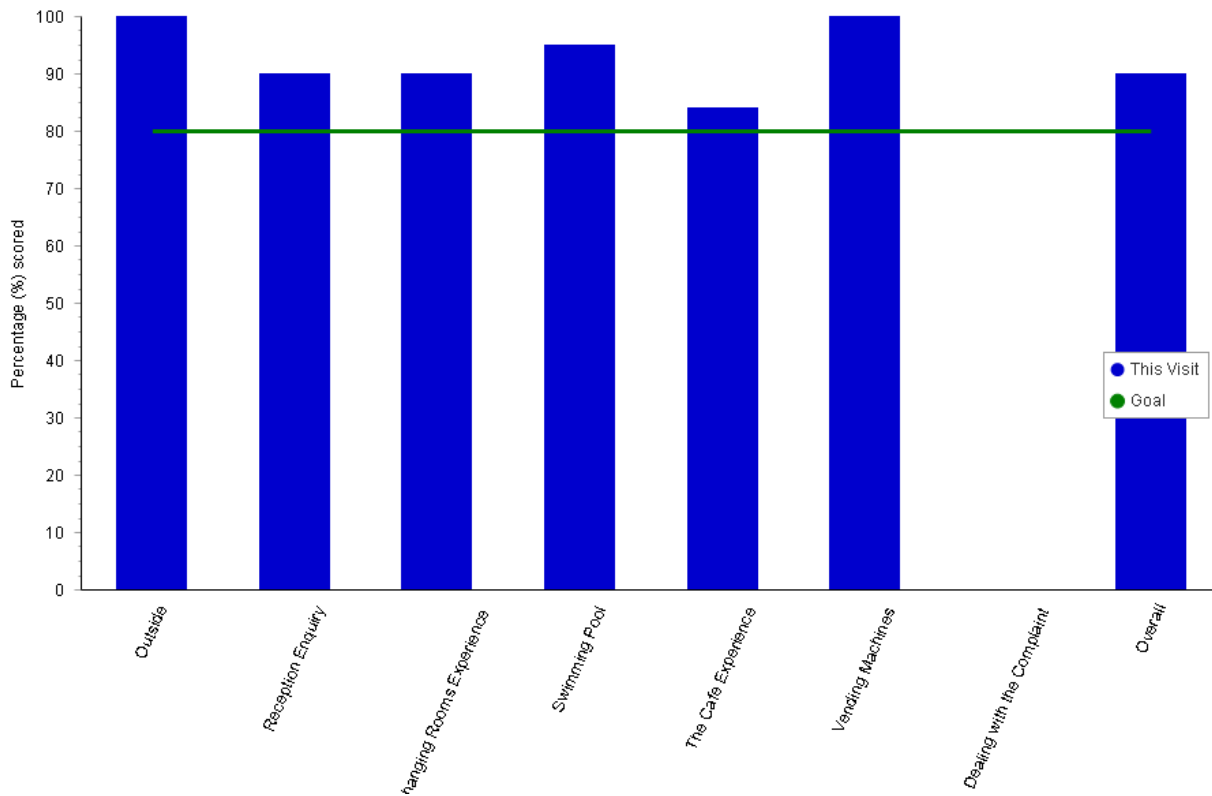
Key Performance Indicators

Presentation	92%	Customer Service	98%	Sales Skills	38%
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Visit Details			
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Experience	Leisure Visit - Pool		



Executive Summary

Harborough District Leisure Trust - Lutterworth Sports Centre

Overall Impressions	
What was the most positive aspect of your visits?	The excellent range of facilities available, the well maintained condition of the sports centre and all the equipment
What was the least positive aspect of your visits?	The pool was not very well signposted from the reception area
Based on all of these experiences, would you recommend the Leisure Centre to others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Based on this experience, what three improvements would you make if you were the Centre Manager?</p> <p>I would make clearer signage to the pool area from the reception desk and would put up a large sign on the double doors to the pool area.</p> <p>I would put up a notice near the reception area displaying the times of the different swims; for example, mother and baby sessions, lane swimming, general swimming times.</p> <p>I would train the staff on the reception desk to acknowledge customers on their departure as well as on arrival. This would give customers the opportunity to provide any feedback they might have regarding the sports centre and its facilities.</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
<p>Comments:</p> <p>My husband and I were very impressed by the wide range of facilities on offer at the sports centre, as well as by the cleanliness of the pool and the way it was so well maintained.</p> <p>The sports centre was family and disabled-friendly. It had large unisex cubicles allowing ample room for families to get changed together, and for a carer to assist a disabled customer in the changing rooms.</p> <p>The staff members were all helpful and friendly and the lifeguards were vigilant in supervising the pool areas.</p> <p>If we lived in the Lutterworth area, my husband and I would definitely be regular visitors to the sports centre and we would happily recommend it 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

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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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		1	1/1
1.6	<p>Comments:</p> <p>The sports centre was well signposted and easy to find. The entrance to the car park was easily located on our arrival. The car park was tidy and free from litter and there were plenty of available parking spaces.</p> <p>The exterior of the sports centre was clean and well maintained, giving us a very good first impression. A large Sport England sign was displayed near the entrance, informing customers that the sports centre had received lottery funding.</p>						
						SCORED 5 out of 5 = 100%	

SCORED 5 out of 5 = 100%

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2. Reception Enquiry			Value	Score
2.1	What was the staff member's name or description?	Phil Timson		
2.2	How long did it take to be served?	Immediately		
2.3	Nature of enquiry:	I asked for tickets for 2 adult swims, then enquired what coins I needed to use the lockers		
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		3/4
	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 type="checkbox"/> Yes <input checked="" 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:

Phil greeted my husband and me as soon as we arrived at the reception desk, then asked how he could help us. He was wearing the correct uniform, but did not have a name badge on when we arrived. However, when we were in the cafe after our swim, I noticed that he was then wearing his name badge.

I told Phil that my husband and I both wanted a swim in the pool, then asked him how much it cost to use the lockers. He replied that the lockers took £1 coins and the coin was refundable when the locker was opened. Phil added that hairdryers were also available, at a cost of 20p.

I paid in cash for our swims, and Phil thoughtfully gave me some £1 coins and a 20p piece with my change. He did not give me my receipt, so I had to ask him for it.

Phil asked us if we had visited the sports centre before and I told him that this was our first visit. He gave us clear directions to the pool and the changing rooms. Phil did not make us aware that any of the facilities were not in operation, but as far as I could see everything was working anyway, so that was not an issue.

Phil did not acknowledge my husband or me later on in our visit, either when we were in the cafe or when we were leaving the sports centre.

I found Phil to be a helpful staff member who had a good working knowledge of the sports centre and its facilities. He made my husband and me feel welcome on our arrival and we were satisfied with the help he gave us. We would have felt even more valued as customers if he had spoken to us later when we were sitting in the cafe. If he had acknowledged us on our departure we would have felt even more encouraged to visit the sports centre again in the future.

SCORED 18 out of 20 = 90%

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3. The Changing Rooms Experience						Value	Score
3.1	Male or female changing room:				Unisex cubicles		
3.2	Time of the visit:				10:20		
3.3	Once in the leisure centre, were the changing rooms easy to locate?	P	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		1	0/1
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>It was fortunate that Phil had explained to us where the swimming pool and changing rooms were, as they were not well signposted from the reception area. There was a small sign on the left of the double doors leading to the pool area, but it was not very noticeable. We walked past the doors twice before we saw the sign, and there was no sign on the doors themselves.</p> <p>A notice on the wall instructed us to either remove our shoes before entering the pool area, or alternatively to put on a pair of disposable overshoes. There was a plentiful supply of overshoes and a bin near the door for the used overshoes.</p> <p>The individual unisex cubicles were spotlessly clean and very spacious, allowing ample room for a parent and two young children to get changed together in one cubicle.</p> <p>The toilets, floors, sinks and mirrors were all immaculately clean. There was toilet paper in the toilet cubicles and liquid soap in the soap dispensers. The hand dryers were in full working order.</p> <p>The lockers were in good condition and were easy to operate.</p> <p>We were impressed with the quality and excellent condition of the changing facilities.</p>						

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4. Swimming Pool						
					Value	Score
4.1	Date and Time of the visit:	09/04/2015 at 10:25				
4.2	What was the staff member's name or description?	Chris				
4.3	Once in the leisure centre, was the pool easy to locate?	P	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	1	0/1
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:

My husband and I found the entrance to the pool difficult to locate because the signage was not obvious, as I have outlined in the changing rooms section of the report.

The pool and pool area were immaculately clean and well maintained. One area of the pool was sectioned off by ropes for lane swimming, with signs giving clear directions to customers to swim anti-clockwise around the lane. The rest of the pool was available for general swimming.

There were two lifeguards on duty, who were sitting on raised stepladders at either side of the pool. They were both vigilant and were focused on observing the pool areas. One lifeguard was wearing the correct uniform. The other lifeguard was wearing a suit and had a name badge. He was called Chris and, from his manner and appearance, I got the impression that he was a manager.

At 10:55 the other lifeguard on duty pressed a buzzer. Chris then told all swimmers to go to the shallow end of the pool, as he was going to put the boom in and raise the floor in the deep end of the pool. I asked Chris if we had to get out of the pool. He explained that we could continue swimming widths at the shallow end of the pool for another five minutes until the mother and baby session began at 11:00.

While Chris was operating the boom and raising the floor of the deep end side of the pool, I asked the other lifeguard on duty (male with short brown hair) how the boom worked. He gave me a full explanation, showing a good knowledge of the system and how it operated. He was wearing the correct uniform, but did not have a name badge.

The lifeguard asked me if this was my first visit to the sports centre. I told him it was, then he told me that a staff member would give my husband and me a tour of the gym later if we were interested in becoming members.

Both the staff members I met in the pool area were helpful, polite and friendly. They were vigilant in observing the swimmers in the pool and showed excellent knowledge of the facilities available at the sports centre.

SCORED 19 out of 20 = 95%

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5. The Cafe Experience				Value	Score
5.1	What was the staff member's name or description?	Josh			
5.2	How long did it take to be served?	We were served immediately			
5.3	How many customers were in the area?	5			
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 type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	5	0/5
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>Josh greeted us as soon as we approached the cafe counter, then asked if we wanted any drinks to go with the food items we had already selected from the cabinets. I asked Josh for two lattes and he enquired if we wanted small, medium or large coffees. We chose medium, then Josh carefully prepared our lattes and poured them into tall glasses.</p> <p>We asked for two of the scones which were on display on the counter. Josh asked us if we wanted butter with our scones, which we accepted.</p> <p>Josh had good knowledge of the products on sale in the cafe, but he did not try to upsell any additional products to us which would complement our order.</p> <p>We paid cash for our food and drinks, then Josh gave us the correct change. He forgot to give me a receipt, so I had to ask him for it. Josh thanked us, then said he hoped we would enjoy our meals.</p> <p>We found Josh to be a friendly and helpful staff member who was efficient at checkout procedures. He made us feel very welcome as customers by engaging us in conversation while he was serving us.</p>					
SCORED 26 out of 31 = 84%						

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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: All the vending machines were in good working order and were well stocked. There were just four gaps, but there was an excellent choice of available items for sale. The vending machine was clean and well maintained and the prices were clearly displayed.					
SCORED 2 out of 2 = 100%						

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7. Dealing with the Complaint			Value	Score
7.1	Nature of Scenario:	There was no need to make a complaint		
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:	Everything was to our satisfaction, so my husband and I did not feel the need to make a complaint.		