

Hartham Leisure Centre 10.06.09 - 07.07.09

Overall Value for Money	55%
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Swimming Lessons	63%
You were given all the information necessary (35)	80%
There were / are suitable times & classes (34)	71%
Standard of teaching (34)	62%
Constant delivery of teaching (33)	52%
Overall impression (33)	52%

Fitness	57%
The way you were welcomed into the gym (25)	60%
1:1 appointment (24)	63%
Access control measures (24)	63%
Were you recommended the results card etc (24)	42%
Discussions with the Fitness Motivator (23)	43%
Contacted by a member of fitness team (23)	48%

Kids Activity	N/A
Standard of teaching & instruction (***)	N/A
Recommend kids activity to others (***)	N/A
How pleased are you with your child's progress (**)	N/A
How pleased are you with teachers continuity (***)	N/A

Group Exercise	N/A
Suitable times & classes available (***)	N/A
Instructors:Knowledgeable,motivating,enthusiastic (***)	N/A
Equipment is in good condition (***)	N/A
Booking is easy & straightforward (***)	N/A
Class started on time (***)	N/A

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	Reception Area	72%	
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	Their efficiency (129)	74%	
	Being well presented (129)	72%	
	Being professional (129)	74%	
	Being helpful (129)	76%	
	Giving a friendly welcome (129)	66%	
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Toilets (120)	50%
Activity spaces (120)	56%
Changing rooms (120)	50%



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