

Ward Freeman Pool 10.06.09 - 07.07.09

Overall Value for Money	57%
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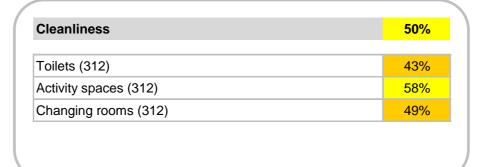
Swimming Lessons	71%
You were given all the information necessary (147)	64%
There were / are suitable times & classes (140)	74%
Standard of teaching (138)	75%
Constant delivery of teaching (136)	71%
Overall impression (134)	70%
Overall impression (134)	70%

Fitness	N/A
The way you were welcomed into the gym (***)	N/A
1:1 appointment (***)	N/A
Access control measures (***)	N/A
Were you recommended the results card etc (***)	N/A
Discussions with the Fitness Motivator (***)	N/A
Contacted by a member of fitness team (***)	N/A

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
0. %	N1/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

	Reception Area	65%	
	Their efficiency (338)	67%	
	Being well presented (338)	64%	
	Being professional (338)	64%	
	Being helpful (338)	67%	
	Giving a friendly welcome (338)	64%	
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Do you have any comments that would help us improve our service to	A DIVING BOARD
you	
	ADD SOMTHING TO THE SWINMMING POOL
	BEING ABLE TO BLOCK BOOK LESSONS AND RECEIVE A DISCOUNT ASBEFORE THE
	SYSTEM CHANGED
	CHANGING ROOMS NEED TO SMELL BETTER
	CLEAN THE CHANGING ROOMS
	CLEAN THE CHANGING ROOMS
	CLEAN TOILETS
	CLEAN UP THE TOILETS
	CLEAN YOUR TOILETS
	DEALL WITH MY COMPLAINT, EMAIL, COMPLETED FEEDBACK FORM - HAVE WEARD
	NOTHING AND POOL MANAGER UNABLE TO HELP,HE IS NOT REALLY INTERESTED
	DONT KNOW
	GET PROPER DOORS ON THE CHANGING CUBICLES
	GET BETTER
	GOOD
	GOOD
	HAVE CHEAPER SNACKS IN THE MACHINES
	IMPROVE THE SHOWERS
	IMPROVE THE SHOWERS
	INVEST
	IT WAS A LOVELY VISIT THANKYOU X
	KEEP UP THE GOOD WORK
	KEEP UP THE GOOD WORK. THERE HOULD BE A BETTER CAR PARK.
	LESS MONEY
	LESS MONEY
	LONGER LESSON
	MAKE IT CHEAPER
	MAKE SURE THAT THE CHANGING ROOMS ARE CLEAN, AND THE TOILETS
	MAKE THE SHOWERS WORK BECAUSE THER ARE ONLY 2 THAT WORK AND THE TOILETS
	CLEANER
	MAKE TOILETTS CLEANER
	MORE CLEAN
	MORE ORGANISATION NEEDED AT THE RECEPTION DESK
	MORE PUBLIC SWIM TIME PLS

NO
NO
NO I DO NOT
NOTHING
PLEASE FIX THE SHOWERS IN GIRLS CHANGING ROOMS.
PUT ADVERTISING BOARDS UP
SHOWERS NEED TO BE UPDATED AND WORKING
SMALLER GROUPS IN THE LOWER STAGES WOULD BE BETTER. TOO MANY KIDS IN TOO
SMALL AN AREA IN STAGE 2. DOESN,T BUILD CONFIDENCE WHEN YOU HAVE TO FIGHT
FOR YOUR SPACE IN THE WATER.
SOME FORM OF INVESTMENT FOR THE SITE
SWIMMING LESSONS JUST TERM TIME WOULD MEAN WE WWASTE LESS MONEY ON
UNTAKEN LESSONS DURNG THE HOIDAYS WHEN WE ARE AWAY. CRASH COURSES IN THE
HOLIDAYS CAN THEN BE TAKEN WEN WE KNOWWE ARE AROUND TO DO THEM.
THE SAT 9AM BABY CLASS IS WHO I AM GIVING OPINION ON, SHE IS VERY POOR IN
TEACHING QUALITY AND PEOPLE SKILLS AND DUE TO THIS LADY I WILL NOT CONTINUE
WITH MY 3 CHILDRENS LESSONS FOR THE FORSEABLE
THE SHOWERS IN THE GIRLS CHANGING ROOMS SHOULD ALL WORK.
THE TOILE STINKY AND FUN
THE TOLITS
THERE SHOULD BE MORE PEOPLE AT THE DESK BECAUSE A
TOILETS
TOILETS
UNDERSTAND YOUR CLIENTS NEED BETTER. RUN A PROFFESIONAL SERVICE, RATHER
THAN AN AMATUER LED HALF COCKED ATTEMPT.
WE DO NOT GET TO FIND OUT HOW OUR CHILD IS PRGRESSING BEFORE PAYENT IS DUE
SO DONT NO IF LESSONS ARE PAYING OFF AND THEY ARE IMPROVING
WE LOVE UR SWWMMING POL
WONDERFUL STAFF A VERY POSITIVE EXPERIENCE