

If you would like us to reply personally please complete the following:-

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Tel: Home \_\_\_\_\_

Work \_\_\_\_\_

Please delete as appropriate

1. How many times do you use the Centre

- Daily    Twice a week  
 Three times a week    More  
 Fortnightly    Monthly

2. Do you use the Centre as:-

- an individual    a couple  
 a family group or  
 with friends?

Down Leisure Services  
114 Market Street  
Downpatrick  
BT30 6LZ

Tel: (028) 4461 3426  
Fax: (028) 4461 6905



**Dear Manager I've been to**

\_\_\_\_\_ (Centre)

**and**



- really impressed**
- pleasantly surprised**
- satisfied**
- noticed a defect**
- making a request**



## Comments

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there any activities or courses you would be interested in that are not currently available?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Here's why . . .**

# At Down Leisure Services We believe that a good centre is one that:-

*...is clean and well maintained*

*...has friendly and helpful staff*

*...provides the service you are looking for.*

*We would like to know your opinions, observations and impressions. These will help us to improve the service we offer.*

*If we have let you down, please let us know so that we can correct the problem.*

*If we have done well, tell us that too, so your appreciation can be passed on to those concerned.*

*Please return this leaflet to the customer service point at reception or give to any staff member.*

## Thank You

Macartan Bryce  
General Manager  
Leisure Services



Please tell us how you rate the services by ticking the relevant boxes below:

	Excellent	Good	Adequate	Poor
Main Hall / Auditorium				
Meeting Room				
Activity Room / Minor Hall				
Public Toilets				
Changing Rooms				
Fitness / Health Suite				
Creche				
Squash / Handball Courts				
Swimming Pools				
Other <small>(please state)</small>				

For the areas used, please rate them in terms of:-

	Excellent	Good	Adequate	Poor
Cleanliness				
Appearance				

Impressions of the Staff	Excellent	Good	Adequate	Poor
Appearance				
Friendliness				
Helpfulness				
Competence				
Quality of instruction				

What type of activity did you participate in?

- Course
- Club
- Class
- Casual

How did you hear about the activities?

- Newspapers
- Word of Mouth
- Information Leaflets
- Others  
(please state)

Services at Reception when making

	Excellent	Good	Adequate	Poor
A Booking				
An Enquiry				
Payment for an activity				
A phone call to the centre				

Please use the comments section on the back page of this leaflet to expand on any of the above points. Thank you for your time in completing this questionnaire, we will endeavour to act upon point(s) you make.