

WBA Community Sports Hall

Customer Satisfaction Survey 2015



Why do you attend the WBA Community Sports Hall? (Please Tick)

- Futsal Evening Centre
- Pre-Academy Centre
- Sporting Club Albion
- Public Booking/Rental
- Other

Please Specify:.....

Do you agree that the general cleanliness and maintenance of the Sport Hall is of a high standard?
Please consider all areas. (Please Tick)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

If Disagree/Strongly Disagree, please specify areas for improvement:.....
.....
.....

Do you agree that staff are friendly and have good customer service skills when handling customer enquires? (Please Tick)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

If Disagree/Strongly Disagree, please specify areas for improvement:.....
.....
.....

Do you agree that Albion Foundation coaches provide an excellent service? (Please Tick)

- Not Applicable
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

If Disagree/Strongly Disagree, please specify areas for improvement:.....
.....
.....

Do you agree that the equipment provided is good quality? (Please Tick)

- Strongly Agree**
- Agree**
- Disagree**
- Strongly Disagree**

Please specify any new equipment wishes:.....

Which factors are most important in ensuring your custom stays with the Community WBA Sports Hall? Please tick any/all that are applicable.

- | | | | |
|------------------------------|--------------------------|----------------------------------|--------------------------|
| Clean/Tidy Facility | <input type="checkbox"/> | Well Maintained Equipment | <input type="checkbox"/> |
| Good Customer Service | <input type="checkbox"/> | Convenient Location | <input type="checkbox"/> |
| Value | <input type="checkbox"/> | Flexible Space | <input type="checkbox"/> |
| Ease of Booking | <input type="checkbox"/> | | |

Where have you seen/heard the Sports Hall being advertised over the last 6 months? Please tick any/all that are applicable.

- Website**
- Social Media (Facebook, Twitter etc.)**
- Posters, Leaflets or Flyers**
- Word of Mouth**
- Direct Mail**

How often do you use the sports hall?

- Once Weekly**
- Twice Weekly**
- Once Monthly**
- Twice Monthly**
- Single Use (One off booking)**

We are always looking at ways to improve your experience when visiting The WBA Community Sports Hall. We would like to thank you for completing this questionnaire and will do our utmost to keep improving our facility.

The Sports Hall Team.