

## Our Commitment to our Customers

- We will make it easy for you to know what services we provide for you.
- We will make it easy for you to let us know what you think of our service.
- We will make sure all our employees are trained to the correct levels.
- We will make sure our sites are clean and safe to use.

## Our Standards

- We will provide value for money, quality healthy food options, served in hygienic conditions.
- We will respond to our customer's comments, suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within timescales.
- We will provide helpful, experienced and informative staff to ensure that the customer's visit is enjoyable and safe.
- We will maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all customers.

# Customer Questionnaire Response – Leisure World

*Following recent Catering Customer Questionnaires you, our customers, raised some valuable comments regarding the cafe at Leisure World provided to you by the internal catering team on behalf of East Riding of Yorkshire Council.*

**Our targeted satisfaction rate is 90% therefore we are delighted that the overall satisfaction was 95% of customers saying they were satisfied or very satisfied with the service they received.**

*The highest percentage of comments, by you, our customers were as follows:*

*You asked us about providing healthier options for children's party menus. A review of our children's party menus has been carried out and we now have this implemented in all leisure centres.*

*You told us that you don't like paper cups. We appreciate this, however, due to the fact that the cafe is next to the pool area, it is safer for swimmers for us to only offer disposable cups. This is in case any dangerous items fall into the pool which would result in the pool having to be closed.*

*You asked us about opening earlier during the day. We have done this and will continue to monitor our opening hours in the future.*

*To enable us to continue to monitor and improve our service, we welcome all of our customers' feedback. This can be done by completing a Catering Customer Questionnaire or by going to: [www.bridlingtonleisureworld.co.uk](http://www.bridlingtonleisureworld.co.uk) and click on the Catering page.*

*Our vision is: 'Providing value for money, quality healthy food, served in a friendly, efficient manner, in clean and pleasant surroundings'*

01/09/09 - 31/12/09

'Hospitality Assured is recognised as meeting the standard of service and business excellence'



EAST RIDING  
OF YORKSHIRE COUNCIL