

## R003

### CUSTOMER SATISFACTION SURVEY

As part of our continuous improvement program, the Pinjarra Harness Racing Club welcomes you on-course and seeks constructive feedback about our Club facilities, Services and Staff.

Your feedback is important to the success of our Club and it is reviewed at our monthly committee meetings.

#### OVERALL – HOW WOULD YOU RATE TODAY'S VISIT

                         
 Very Satisfied      Satisfied      Neutral      Unsatisfied      very Unsatisfied

WHAT IS YOUR REASON FOR THIS RATING:

#### FACILITIES

- **Pavilion – Did our venue meet your expectations ?**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

- **TAB – Staff Assistance/Ticket Availability/Self Service Terminal**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

- **Audio/Visual Services**

                         
 Very Satisfied      Satisfied      Neutral      Unsatisfied      very Unsatisfied

- **Bar Service – Range of Product/Standard of Service**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

ANY ADDITIONAL COMMENTS:

#### CATERING

- **Variety of food choices**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

- **Value for Money**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

- **Wait Times**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

- **Quality of Service**

Very  Satisfied  Neutral  Unsatisfied  very Unsatisfied

ANY ADDITIONAL COMMENTS REGARDING CATERING:

Thank you for taking the time to complete this feedback. Please fold and drop this form into the locked Perspex box located in the Preux Chevalier Room – southern end of the pavilion

**OPTIONAL**

Name ..... Contact number of email address

Please tick this box if you would like to be contacted in respect to your feedback