

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 Board meetings.

OVERALL - HOW WOULD YOU RATE TODAY'S VISIT?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

What is your reason for this rating?

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FACILITIES

Pavilion - Did our venue meet your expectations?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

TAB - Staff Assistance/Ticket Availability/Self Service Terminal

☐ Very Satisfied ☐ 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 ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

Additional Comments:

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Cont.

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CATERING

Variety of food choices

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

Value for Money

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

Wait Times

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

Quality of Service

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

Additional Comments about Catering:.....
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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

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

Name:

Contact Number:

Email Address: