

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:

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

ANY ADDITIONAL COMMENTS:

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

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