

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 – Goole Leisure Centre

Following recent Catering Customer Questionnaires you, our customers, raised some valuable comments regarding cafe at Goole Leisure Centre 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 100% of customers saying they were satisfied or very satisfied with the service they received.

You asked us about providing healthier menu options. We intend to carry out a full review of our menu in 2010 and we will ensure we include healthier options in this menu. However, in the meantime, please see our current menu which identifies our existing range of healthier options.

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.gooleleisurecentre.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