

## 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 – Hornsea Leisure Centre

*Following recent Catering Customer Questionnaires you, our customers, raised some valuable comments regarding the Cafe Vibe at Hornsea 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 disappointed that the overall satisfaction was 66% of customers saying they were satisfied or very satisfied with the service they received.**

*You asked us about improving our menu. We have recently implemented a new menu which we hope you will like. If you would like to comment further on the menu or perhaps let us know the type of products you would like to see please complete a Catering Customer Questionnaire in the cafe.*

*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.hornsealeisurecentre.co.uk](http://www.hornsealeisurecentre.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