

Please take a moment to rate our services. Thank you for giving us the opportunity to serve you.

Evaluation Scale : (5) Superior (4) Excellent (3) Good (2) Fair (1) Poor

Overall Experience 1 2 3 4 5

Greeting & Signing In: Service 1 2 3 4 5

Speed 1 2 3 4 5

Friendliness 1 2 3 4 5

Were you asked if you would like a Newsletter Yes No

Were you told about our 'Refer A Friend' promotion Yes No

Were told about our Events Yes No

Was the Play Centre clean & inviting Yes No

Counter: Speed of Service 1 2 3 4 5

Homemade cakes, biscuits and scones: Quality 1 2 3 4 5

Value 1 2 3 4 5

Portion Size 1 2 3 4 5

Variety 1 2 3 4 5

If answered 3 or below what would you like to see us offer?

Drinks: Quality 1 2 3 4 5

Value 1 2 3 4 5

Variety 1 2 3 4 5

If answered 3 or below what would you like to see us offer?

Play Centre Staff: Friendly & Helpful 1 2 3 4 5

Prompt Service 1 2 3 4 5

Informative 1 2 3 4 5

Toddler Time: Fun & interactive 1 2 3 4 5

Variety 1 2 3 4 5

Quality 1 2 3 4 5



ABOUT YOU

How often do you visit?

Weekly
Twice Weekly
Once a Month
Twice a Month
More

Why do you visit Happy Days?

Location
Price
The Facilities
Food & Drink
Staff
Cleanliness
Came with a Birthday Party
Other:

What day is it today?

Are you?

Parent
Grandparent
Relative
Carer
Childminder
Other:

Which Days do you visit

Monday
Tuesday
Wednesday
Thursday
Friday
Weekend
Mixture of weekdays

How do you find things to do with your children?

Internet:

Google
BT.com
Yell.com
Other:.....

Local Newspapers:

Nott'm Evening Post
Hucknall Dispatch
Chad
Other:.....

Radio:

Mansfield
Trent FM
Heart

Other:

TV
Primary Times
National Press
Leaflets
Word of Mouth

How did you find out about us:

Word of mouth
Leaflet
Primary Times
Local Newspapers: which one?
Internet: Which one?
Other:.....

What would you like to see us doing that we are not doing?

Thank you for taking the time to complete this survey

