

CUSTOMER SATISFACTION SURVEY

WMNT Resource Centre 2008/9

Up to 6th June 08 43 respondents

	Excellent	Very Good	Good	Not Good	No Answer
Overall Experience	67%	28%	5%	0%	0%
Staff on booking event	40%	19%	0%	0%	41%
Staff on arrival	56%	30%	7%	2%	5%
Staff during your stay	56%	30%	5%	0%	9%
Buffet	70%	9%	7%	0%	14%

WMNT Resource Centre 2007/8

Oct - Mar

158 respondents

	Excellent	Very Good	Good	Not Good	No Answer
Overall Experience	41%	44%	13%	1%	1%
Staff on booking event	21%	21%	10%	1%	47%
Staff on arrival	36%	36%	14%	2%	12%
Staff during your stay	34%	38%	11%	0%	16%
Buffet	43%	37%	15%	1%	4%

June - Oct

86 respondents

	Very Good	Good	Satisfactory	Poor	No Answer
Helpfulness of Staff	64%	31%	3%	0%	2%
Refreshments	46%	34%	14%	0%	6%
Buffet	46%	29%	11%	2%	12%