

7. In addition to ourselves list **3** other venues where you have **had** a birthday party **or been** to a birthday party.

Venue	Number of times had / been to a party	Please rate each 1= Poor 5 =Excellent					
		Ease of Booking	Facilities	Cleanliness	Food	Fun /Games	Party Host
Venue 1: PlayZone							
Venue 2:							
Venue 3:							
Venue 4:							

8. If you have had a party here what **things did you enjoy the most?**

9. Is there anything you would **change to our birthday parties?**

10. Please give any other **additional feedback**, positive or negative

THE CUSTOM HOUSE

Customer Survey

At The Custom House we constantly strive to improve our performance in all aspects of our business.

As part of this process we are asking our regular customers for some honest, no holds barred feedback.

Please will you take some time to answer the following questionnaire and return it as soon as possible for a chance to **win a summer pass to PlayZone worth £30.00!!** Draw closes on **July 5th**.

Please say *exactly what you think*; this exercise is only valuable if the feedback is accurate.

We solemnly promise NOT to hold any criticism against you nor reduce our service next time round!

Thank you so much!

Regards,

Karen, Leanne, Becky and the Leisure Team

Name:

Email:

Tel:

Should I win the draw I agree for my name to be printed in the PlayZone newsletter YES / NO

(It's okay if you wish to remain anonymous but you can't win the draw!)

1. In addition to ourselves list **3** other **indoor venues** you would visit on a wet day.

Venue	Times per month you typically visit each venue	When do you typically go: <i>Please tick all that apply</i>				
		Weekday AM	Weekday PM	Afterschool	Weekend	Holidays
Venue 1: PlayZone						
Venue 2:						
Venue 3:						
Venue 4:						

2. Which is your **favourite** venue and **why**?

3. What **3** things **do we do well**?

4. What **3** things **could we improve**?

5. What **3** things **do our competitors do better than us**?

6. What **3** things do we **do better than our competitors**?