

Customer Service Survey

We Want to Hear from YOU!

We hope you enjoyed your visit with us. It is our goal to provide you with the best quality service while attending any of our events, facilities or programs. This survey is an important tool in the evaluation of our programs and facilities and will help us to better serve the community.

Please take a moment to give us your valuable input and return your completed survey using one of the three ways. Thank you.

1. Mail to either of our locations:

Community Rec Center	Cent. Rec Center/Club Fitness
Attn: Customer Service Survey	Attn: Customer Service Survey
120 E. Oak St.	1776 W. Centennial Pl.
Addison, IL 60101	Addison, IL 60101

2. Fax completed form to (630) 833-6025

3. Drop off at either location; Centennial Rec Center/Club Fitness or Community Rec Center

Program Name: _____ Season/Year: _____

Instructor: _____

Program Supervisor: _____

Facility Visited

- Golf Course/Range Putter's Peak Golf Dome Club Fitness
 Community Rec Center Family Aquatic Center Cent. Rec Center Park _____

Please rate the following by circling the number that applies.
(1)excellent (2) above average (3)average (4)needs improvement (5)poor

Program:

Content of program attended	1	2	3	4	5
Instructor's knowledge on subject	1	2	3	4	5
Instructor's leadership	1	2	3	4	5
Program fee (s)	1	2	3	4	5
Day/Time of program attended	1	2	3	4	5

Staff:

Was polite and courteous	1	2	3	4	5
Gave prompt attention	1	2	3	4	5
Projected a positive image	1	2	3	4	5
Staff were knowledgeable	1	2	3	4	5
Overall customer service was good	1	2	3	4	5

Facility Conditions:

The facility was clean	1	2	3	4	5
Washrooms/locker rooms were clean	1	2	3	4	5

Overall Satisfaction:

During today's visit I was satisfied Yes No Reason (s) _____

I would return to this facility Yes No Reason (s) _____

I would recommend to friend/family Yes No Reason (s) _____

Comments: _____

