

CITY OF **YARRA LEISURE**
CUSTOMER SATISFACTION SURVEY 2018



The 2018 Customer Satisfaction Survey was undertaken between 16 April and 30 April 2018. Yarra Leisure will continue to survey members to monitor and improve customer service delivery and programs. This infographic presents the key findings to the Yarra Leisure community.

RESPONDENTS

TOTAL RESPONDENTS



1,616

FEMALE



61%

MALE

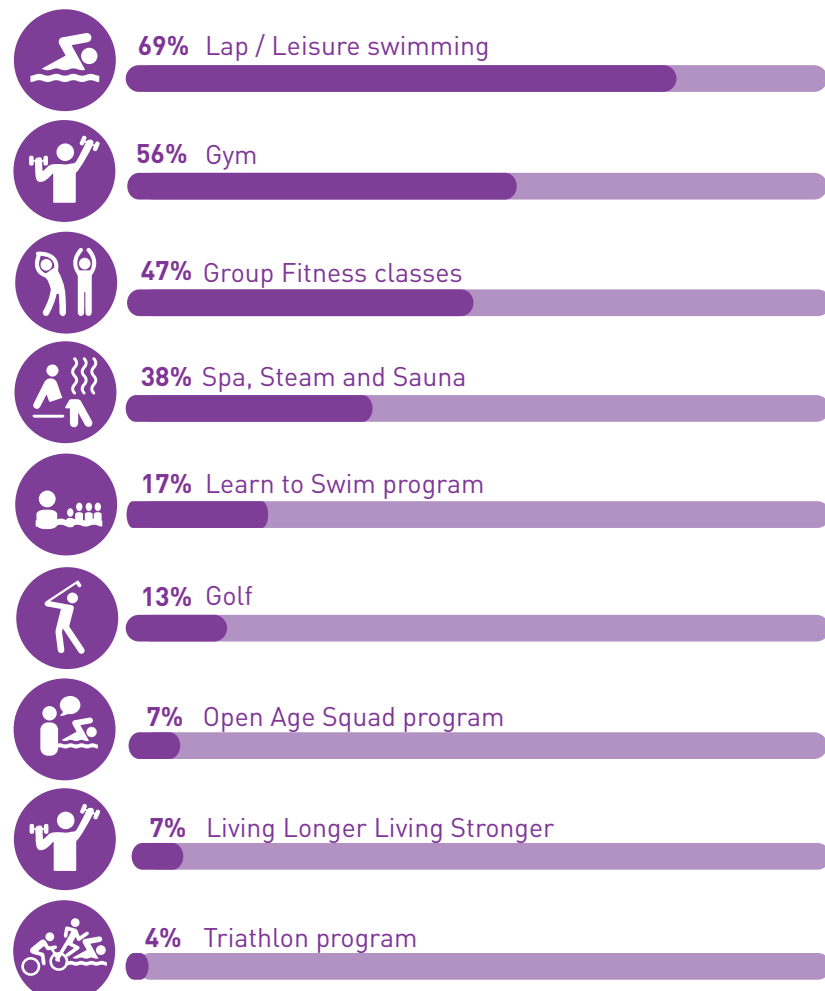


38%

CENTRE MOST OFTEN USED



PROGRAMS AND SERVICES USED



THE POSITIVES



93%
 OF PARTICIPANTS AT
BURNLEY GOLF COURSE
 AND



87%
 OF PARTICIPANTS IN
GROUP FITNESS
ARE HAPPY
 WITH THESE SERVICES



87%
 SAID THEY ARE
SATISFIED WITH
YARRA LEISURE OVERALL



88%
 SAID THAT OUR STAFF
 PROVIDE THEM WITH

HELPFUL AND RESPONSIVE
CUSTOMER SERVICE



93%
 SWIM SCHOOL PARTICIPANTS
 THINK THAT WE HAVE

PUNCTUAL AND PREPARED
SWIM INSTRUCTORS

AREAS OF IMPROVEMENT



Encouraging our members to book for regular program assessments.



Swim School and Squad progress reporting and feedback on student progress.



Retail and consumables options for patrons and members to purchase at reception.



Cleanliness of the facilities, particularly the gym, spa sauna and steam facilities.

Thank you to all respondents of the 2018 Customer Satisfaction Survey.

Yarra Leisure is committed continued improvement of the facilities, programs and services that we provide by using the key findings to help shape our strategic plan and vision moving forward.