



CUSTOMER SATISFACTION SURVEY RESULTS 2019

Each year Shetland Recreational Trust undertakes a Customer Satisfaction Survey and the following reflects the survey results for the period 8-21 February 2019. During this period we received 1063 responses. Achieving a high level of customer satisfaction is critical to the success of the Shetland Recreational Trust.

Overall, how satisfied were you with your visit today?

17% Satisfied | 83% Very Satisfied

Overall, how satisfied were you that your visit today was value for money?

26% Satisfied | 72% Very Satisfied

Overall, how satisfied were you with the cleanliness of the Centre?

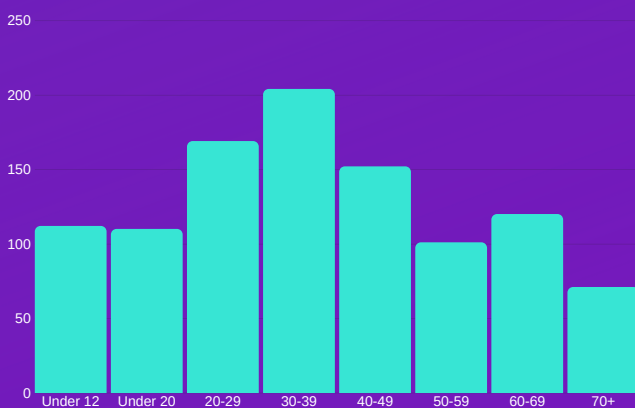
22% Satisfied | 77% Very Satisfied

Overall, how satisfied were you with the friendliness/helpfulness of the staff today?

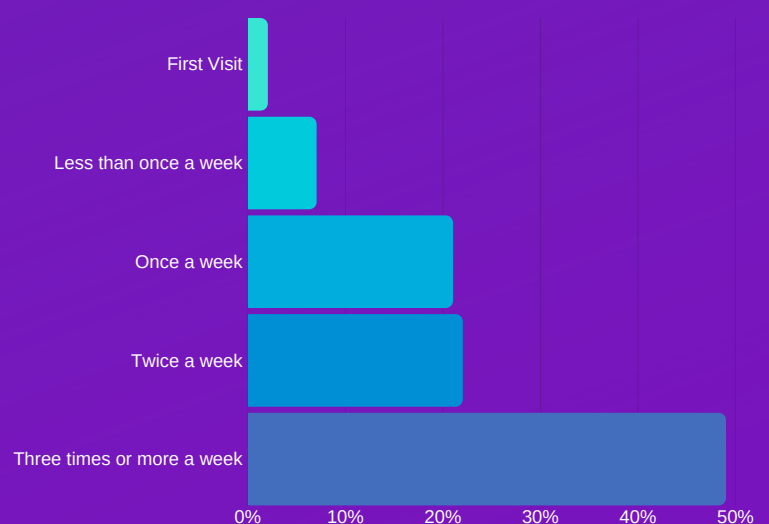
10% Satisfied | 89% Very Satisfied

SRT SUMMARY REPORT

AGE PROFILE



HOW OFTEN DO YOU TYPICALLY VISIT THE CENTRE?



shetland recreational trust

SCOTTISH CHARITY SC002179