

# *CUSTOMER COMMENTS June 2008*

THE LATEST COMMENTS HAVE BEEN:

- ❖ **WE HAVE TO PAY FULL PEAK PRICES ON DAYS WHEN THE CHILDREN ARE AT SCHOOL.**
  1. ON TEACHER TRAINING DAYS OR INSET DAYS CORAL REEF TRY'S TO PROVIDE A FULL SERVICE TO INCLUDE THOSE CHILDREN WHICH ARE OFF ON THAT DAY. OUR CATCHMENT AREA IS AS FAR AS NEWBURY, OXFORD, NORTH/WEST LONDON AND GUILDFORD THEREFORE ALTHOUGH LOICAL SCHOOLS MIGHT BE BACK SOME OF OUR OTHER ONES MIGHT NOT BE.
  
- ❖ **WE HAVE TRAVELLED A LONG WAY TO USE THE FACILITY AND SOME OF THE FEATURES ARE NOT AVAILABLE**
  1. UNFORTUNATELY ON SOME OCCASIONS A FEATURE MAY NOT BE OPERATIONAL DUE TO MECHANICAL FAILURE OR HUMAN ISSUES. WE AIM TO REPAIR ITEMS AS QUICKLY AS POSSIBLE BUT IT IS SOMETIMES DEPENDANT UPON SPECIALIST COMPANIES OR PARTS. OCCASIONALLY WE HAVE STAFF PROBLEMS AND WHERE POSSIBLE WE BRING IN REPLACEMENTS TO HELP COVER. THIS CAN ONLY HAPPEN WHEN THEY ARE AVAILABLE
  
- ❖ **WE HAVE A CONCERN OVER CLEANING IN THE CHANGING VILLAGE AND RESTAURNAT**
  1. WE HAVE A ROBUST CLEANING SCHEME IN PLACE WHICH OPERATES THROUGHOUT THE DAY. ON OCCASIONS IT IS DIFFICULT TO MAINTAIN OUR HIGH STANDARDS DUE TO THE AMOUNT OF PEOPLE USING THE FACILITY. AS SOON AS POSSIBLE WHEN THE NUMBERS DROP WE CLEAN TO RAISE THE STANDARD BACK UP.
  2. DURING VERY BUSY PERIODS IT IS OFTEN DIFFICULT TO CLEAN CONTINUOUSLY IN AND AROUND THE RESTAURANT. STAFF ARE AWARE OF THIS ISSUE AND AIM TO CLEAN AS SOON AS THERE IS ENOUGH SPACWE TO GET IN.
  
- ❖ **ENJOYABLE EXPERIENCE, CLEAN CHANGING ROOMS, LOTS OF FUN THINGS TO DO**
  1. IT IS ALWAYS NICE TO BE RECOGNISED FOR DOING THE JOB WELL.
  
- ❖ **THANK YOU FOR A GREAT VISIT**
  1. THE POOL STAFF HELPED TO LOCATE A LOST CHILD AND GAVE GOOD ADVICE FOR THE FUTURE IN CASE IT HAPPENED AGAIN.
  
- ❖ **FLUMES CLOSED ON MY VISIT**
  - 1 THE SLIDES ARE ONLY AVAILABLE DURING HOLIDAY TIMES AND WEEKENDS. WE DO NOT HAVE THE STAFF AVAILABLE TO US TO OPEN THEM AT OTHER TIMES.

CUSTOMER COMMENTS FORMS CAN BE FOUND AT RECEPTION IF YOU HAVE ANY COMMENTS TO MAKE ABOUT THE SERVICE WE PROVIDE.