

CUSTOMER FEEDBACK 2018

YOU SAID

- We need a little more variety in the drills sessions
- We need more mini tennis nets
- The outdoor courts can be slippery
- There are no free courts for junior Members
- We need a social area with teas and coffees
- We should offer wifi to parents
- Sofas look tired
- Changing Rooms need modernising
- Pavilion looks rather tired
- Communication needs improvement
- Feedback is sometimes intermittent

WE DID

- We are introducing some new drills to our sessions
- We have bought 4 new mini tennis nets
- A regular cleaning schedule has been implemented
- Outdoor courts are free to Members all year round
- We have updated our coffee machine in Reception
- Free wifi is available to parents in Reception
- We have updated some of the sofas
- Plans are in place for new showers in both changing rooms
- We have added new noticeboards and photo boards
- We communicate via E-mail, Facebook, Twitter & Blog
- In line with our feedback policy we will acknowledge all feedback, emails and telephone calls within 7 days