Township of Woolwich
Recreation & Facility Services

HOW DID WE DO TODAY?

Thank you for using our facility today. Please help us provide better service by answering this short questionnaire. You can return the form to the Customer Service desk or it can be mailed or faxed to the address or number on the back.

Date of Visit: _____ ☐ am ☐ aft ☐ pm ☐ WMC ☐ WTA ☐ Other

Your Reason for Using the Facility Today:

☐ Swimming ☐ Skating
☐ Fitness Centre ☐ Walking Track
☐ Concession ☐ Senior's Centre
☐ Youth Centre ☐ Special Event
☐ Other: ☐ Observing

	Not at all 1	2	3	4	Exceeded 5	n/a
Customer Service						
Friendliness	☐	☐	☐	☐	☐	☐
Helpfulness	☐	☐	☐	☐	☐	☐
Knowledge	☐	☐	☐	☐	☐	☐
Availability	☐	☐	☐	☐	☐	☐

	Not at all 1	2	3	4	Exceeded 5	n/a
Facility						
Overall Cleanliness	☐	☐	☐	☐	☐	☐
Accessibility	☐	☐	☐	☐	☐	☐
Layout	☐	☐	☐	☐	☐	☐

	Not at all 1	2	3	4	Exceeded 5	n/a
Program						
Professionalism of Staff	☐	☐	☐	☐	☐	☐
Price / Value	☐	☐	☐	☐	☐	☐
Equipment	☐	☐	☐	☐	☐	☐
Atmosphere / Experience	☐	☐	☐	☐	☐	☐

	Not at all 1	2	3	4	Exceeded 5	n/a
Concession Services						
Customer Service	☐	☐	☐	☐	☐	☐
Speed	☐	☐	☐	☐	☐	☐
Variety	☐	☐	☐	☐	☐	☐
Price / Value	☐	☐	☐	☐	☐	☐

Please feel free to share any comments or suggestions that you feel would help us provide a better experience. You can drop this form at the Customer Service Desk, mail or fax to:

Woolwich Memorial Centre
Attention: Jennifer Horndl
PO Box # 158
Elmira, ON N3B 2Z6
519.669.5491 – fax
jhorndl@woolwich.ca - email

Comments:

☐ I would like someone to follow up with me directly

Name: _____ Phone Number: _____

Email: _____ Address: _____

Staff Responding: _____ Date: _____

Notes: