

Customer Service Standards

At Plas Menai we are committed to making your experience at the Centre as enjoyable as possible. Below is a set of customer service standards which we strive to provide you with and against which our performance is monitored.

Monitoring Performance

These standards are monitored in various ways. The standards for 'Dealing with Customers', 'Centre Staff', 'Facilities' and 'Accommodation & Catering' are monitored from reception with records being kept in the 'Customer Service Standards' folder. If you would like to review this folder, please ask at reception.

The 'Courses' service standards are monitored through our annual accreditations. In order to achieve RYA, BCU and AALA accreditation we must adhere to strict guidelines, in relation to the courses we run, the maintenance of instructional staff qualification records, and the kit and equipment we use and issue.

In addition, we also measure our performance based on the results we receive from our key performance indicators (collated from our Customer Feedback forms). See Customer Feedback Results 2011 for performance results.

Dealing with customers

- All visitors will be dealt with promptly and politely
- All course enquiries (phone, email, online) will be dealt with within 48 hours of being received
- All formal customer complaints will be acknowledged within five working days and informed of the outcome within ten working days.

Centre Staff

- All staff will be easily identifiable in corporate clothing
- All front of house staff will be identifiable by name
- A member of staff will be contactable twenty four hours a day

Facilities

- The centre facilities, changing rooms and accommodation will be cleaned daily
- The centre will be maintained at a minimum temperature of 21°C
- The pool temperature will be maintained at a minimum of 28°C
- The grounds will be kept tidy and functional

Accommodation & Catering

- Entry to the accommodation will be controlled using key pad access and individual room keys
- A vegetarian option will always be provided at meal times
- Alcoholic and Non-alcoholic beverages will be available from the bar

Courses

- The Centre will provide suitably qualified and experienced staff to run courses
- All courses will be run to the guidelines and syllabi of the national governing bodies
- Equipment for courses will be serviceable and of a high standard
- Course participants will be provided with a range of quality personal protective clothing for comfort and safety