

MYSTERY SHOPPER REPORTS SUMMARY OF KEY STRENGTHS

Larkfield Leisure Centre

- Information on display around the Centre
- Staff friendliness and knowledge
- Smartness of staff and the Centre in general
- Centre website is clear and easy to navigate
- Activities provided and wide range of facilities.

Angel Centre

- Wide variety of clubs and sports on offer within the Centre and locally
- Various leaflets on offer at the Centre
- Cleanliness of changing rooms and toilets
- Customer feedback is taken seriously by the management
- Friendliness of Exercise Class Instructor

Tonbridge Swimming Pool

- Friendly and helpful staff
- Relaxing café
- Telephone answering and manner
- Overall cleanliness of Centre
- Changing Village

Poult Wood Golf Centre

- The well maintained car park set into the woodlands
- The well maintained Golf Course, Driving Range and equipment to use
- The highly finished Bar and Restaurant facility
- The personable and professional Golf Pro