

MYSTERY SHOPPER REPORTS SUMMARY OF KEY STRENGTHS

Larkfield Leisure Centre

- Good standard of decoration around the Centre
- Staff behaviour and friendliness
- Maintenance of equipment and building services
- Good standard of health and safety management
- Phone calls promptly and effectively handled
- Good range of quality leaflets

Angel Centre

- Large, well maintained parking facilities
- Condition and provision of changing facilities
- General provision and maintenance of facilities
- Quality and quantity of advertising materials
- Provision of activities for all ages, interests and abilities

Tonbridge Swimming Pool

- Friendly and professional staff
- Signage to the Centre
- General Provision of health and safety throughout the Centre
- Quality of catering facilities, exceptional staff and food
- Friendly and informative telephone contact

Poult Wood Golf Centre

- "Both my friend and I agreed that Poult Wood was the best municipal 18 hole Golf Course that we had visited! The greens were consistent in speed and in good condition, the fairways were well kept and the rough was challenging but consistent in length and fair throughout the Course. Tees were also in excellent condition with divot marks repaired, ensuring an even covering of grass."
- Staff were generally friendly and helpful throughout our visit. We were greeted with a smile at every contact point
- The pricing policy encouraged use by older and younger customers. A discount for residents also encouraged local people to participate in physical activity
- Strong marketing material and literature