



2008 CUSTOMER SERVICE SURVEY

THE STAFF OF THE VISTA RIDGE COMMUNITY CENTER WOULD LIKE TO THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU. PLEASE HELP US SERVE YOU BETTER BY TAKING A COUPLE OF MINUTES TO TELL US ABOUT THE SERVICE THAT YOU HAVE RECEIVED. WE APPRECIATE HAVING YOU IN THE COMMUNITY AND WANT TO MAKE SURE WE EXCEED YOUR EXPECTATIONS. FOR FILLING OUT THE SURVEY, YOU WILL RECEIVE 2 FREE GUEST PASSES. THE PASSES WILL BE PLACED ON YOUR ACCOUNT WHEN WE RECEIVE YOUR COMPLETED SURVEY. THANK YOU FOR YOUR TIME! GUEST PASSES EXPIRE 12/31/2008.

1. How would you rate the customer service you receive from our Community Center Staff?

(Please circle your answer, 1 being the lowest, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

2. On a regular basis do you feel that you receive good customer service when at the Vista Ridge Community Center?

YES NO

If you answered no, please explain why: _____

3. Have you ever received outstanding customer service at the Vista Ridge Community Center?

YES NO

If you answered yes, please tell us when: _____

3. When interacting with staff, staff members were courteous and helpful.

(Please circle your answer, 1 being the lowest level of satisfaction, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

4. Are your concerns and questions answered in a professional and knowledgeable manner?

(Please circle your answer, 1 being the lowest level of satisfaction, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

5. During the summer season how would you rate the customer service you receive from our lifeguard staff.

(Please circle your answer, 1 being the lowest, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

6. How would you rate your pool experience this summer?

(Please circle your answer, 1 being the lowest, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

7. How would you rate the cleanliness of the Vista Ridge Community Center?

(Please circle your answer, 1 being the lowest, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

8. How would you rate the cleanliness of the Vista Ridge Community Center Pool Area?

(Please circle your answer, 1 being the lowest, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

9. If I visited the website, it was easy to use, well organized, and contained accurate information.

(Please circle your answer, 1 being the lowest level of satisfaction, and 10 being the highest.)

1 2 3 4 5 6 7 8 9 10

10. What can the Staff do to improve your experience at the Vista Ridge Community Center: _____

II. Additional comments: _____

TO ENSURE THAT YOU RECEIVE YOUR 2 FREE GUEST PASSES PLEASE MAKE SURE THAT YOU FILL OUT YOUR NAME, ETC.

Name: _____

Date: _____

Phone: _____

Email: _____

Thank you for your time! Return this to the Community Center to receive your 2 Free Guest Passes!

Email: courtneywhittaker@vrhoa.com or arrinulane@vrhoa.com Online: www.vrhoa.com