



Customer Experience Survey

1. Please rate your level of satisfaction with the service you receive on the Ground level:

	Superior	Good	Average	Dissatisfied
Day time Reception				
Evening Reception				
General Customer Service				
Snacks/Food at the Main Bar				
Duty Manager Customer Service				
Standard of Bar Service				
Tray Service				

2. Please rate your level of satisfaction with our VIBO Dining and our Functions:

	Superior	Good	Average	Dissatisfied
VIBO Bistro food quality				
VIBO Bistro Staff Service				
Quality of Functions				
Functions Quality of Food				
Standard of Bar Service in Lounge Bar				
Standard of Tray Service?				

3. Please rate your level of satisfaction with the gaming machines that we have on offer?

	Superior	Good	Average	Dissatisfied
General level of satisfaction with our Gaming Machines				

4. Please rate your level of Satisfaction with:

	Superior	Good	Average	Dissatisfied
Promotions				
Club Related Communications				
Entertainment Performers				
What style of music do you prefer most of all?				
Administration Staff Service				

5. What types of Promotions would you like introduced to the Club?
  
6. What types of Prizes would you like introduced to the Club?
  
7. Any types of food, hot drinks or cold drinks you would like introduced to the Main Bar?
  
8. Any changes to Gaming you would like to suggest?
  
9. What type of change to the Club would you suggest as being beneficial?
  
10. What changes, if any would you like to be made to our VIBO Bistro menu?

Name (Optional): \_\_\_\_\_

Membership Number (Optional): \_\_\_\_\_

Contact Details (Optional): \_\_\_\_\_

Thank you for taking the time to complete our customer satisfaction survey. All the information received today will assist the Club in areas of dining, functions, and the provision of customer service. Please place the form the box in the reception foyer.