## Boatyard Satisfaction Survey

Thank you for using the RPAYC's Boatyard. We want to ensure that your contact with the Club met or exceeded your expectations.

Please rate your experience as accurately as possible (positive or negative) and if you feel appropriate, make comment. This process will allow us to measure and continually improve our services to members and customers.

Responses to this survey come directly to me, the General Manager, and are aggregated and used for improvement purposes. Completed surveys can be emailed to ceo@rpayc.com.au, or if you wish posted to the Club at the address below. Should you wish to discuss anything further, please feel free to contact me.

Many thanks,
Suzanne Davies
General Manager
PO Box 99
Newport 2106

Please complete the following details by placing an X in the appropriate box.

| Member | Non member |
|---|---|
| | |

Name _____

1. I received helpful, proactive service when organizing my booking.

| ***Strongly Agree*** | ***Agree*** | ***Disagree*** | ***Strongly Disagree*** |
|---|---|---|---|
| | | | |

2. Were you happy with the delivery and lift time?

| ***Yes*** | ***No*** | ***I don't know*** |
|---|---|---|
| | | |

3. My boat was returned in the same/or better state of cleanliness than before lifting.

| ***Strongly Agree*** | ***Agree*** | ***Disagree*** | ***Strongly Disagree*** |
|---|---|---|---|
| | | | |

4. Communication with yard and office staff was good.

| ***Strongly agree*** | ***Agree*** | ***Disagree*** | ***Strongly Disagree*** | ***N/A*** |
|---|---|---|---|---|
| | | | | |

**If you engaged the Club to provide painting or other services, please answer Q 5 & 6**

5. The work carried out by the Club was performed to my satisfaction.

| ***Strongly agree*** | ***Agree*** | ***Disagree*** | ***Strongly Disagree*** |
|---|---|---|---|
| | | | |

6. In the future, I intend to use RPAYC to anti foul my boat

| ***Yes*** | ***No*** |
|---|---|
| | |

Do you have any comments you wish to make? Please type/write in the space below.