



THE HAWTHORNS SPORTS CENTRE

Customer Care Policy

Mission Statement

“To create sporting facilities primarily to enrich the lives of children at the School and also for the parents, staff and local community.”

The mission statement links to the overall customer objective which is a pledge focused towards all users:

Customer Pledge

“To provide the best service possible -To meet and exceed the customers’ needs and expectations.”

The Hawthorns Sports Centre aims to maintain a high level of customer service and regularly reviews its procedures to improve on customer service performance levels.

We are constantly seeking to improve our standards. Feedback is regularly monitored and customers are encouraged to provide feedback through customer comment slips, email, telephone or in writing. These comments are reviewed monthly and the information is displayed on the customer comments board.

Employees are trained in all areas of customer service and this attention to training staff aims to provide a front line service of the highest quality. Staff are fully inducted in the core principles of customer service training; they also regularly attend monthly training sessions which covers a variety of topics including first aid, pool rescue practise as well as customer service refresher training.

The full time management team is made up of-

Mr Sean Buchan –*Assistant manager (Facility Bookings Co-ordinator)*

Miss Fiona Rowe—*Mega Parties Co-ordinator, Swimming Teacher*

Mr Richard Feist- *Deputy Manager (Swim Scheme Co-ordinator)*

Mrs Tanya Greenwood- *Head of Dance*

Mr Andy Morris- *Head of Sport and Leisure*

Updated May 2016

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