

BRIDPORT AND WEST DORSET SPORTS TRUST LTD

BRIDPORT LEISURE CENTRE

MANAGER'S CLINIC MINUTES - 28TH JULY 2010

The Manager's Clinic took place at Bridport Leisure Centre in Reception on Wednesday 5th May from 1.00pm - 2.30pm. Customers had a chance to speak directly to the Assistant Manager. The Manager's Clinic was advertised around the Centre and on the website prior to it taking place.

It was felt on this occasion that it was well supported and many customers decided to share their positive observations, bringing new ideas and suggestions as well as making the Centre Management aware of their concerns. Listed below is a summary of the comments and suggestions made and the relevant Manager's feedback.

No.	Customer Comment	Manager's Feedback	Update
1.	Rosie Rowe commented that Bridport Leisure Centre is a fantastic facility – clean, bright, excellent changing areas and the two pools served the needs of little children and adults extremely well – many thanks.	General Manager very pleased to received such positive feedback.	N/A
2.	Mrs Palmer commented that the new studio being developed should be a quiet area for all sessions.	General Manager replied that the new studio would be used to suit the needs of the business and to maximise the programme and would therefore be a multipurpose studio.	N/A
3.	Brian Lovell commented that the fans in the Squash Courts are not working.	Operations Manager to speak with Plant Technician to investigate.	

Next Managers Clinic: Wednesday 27th October 2010, 10.00am-11.30am in Reception