

Our Commitment to our Customers

- We will make it easy for you to know what services we provide for you.
- We will make it easy for you to let us know what you think of our service.
- We will make sure all our employees are trained to the correct levels.
- We will make sure our sites are clean and safe to use.

Our Standards

- We will provide value for money, quality healthy food options, served in hygienic conditions.
- We will respond to our customer's comments, suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within timescales.
- We will provide helpful, experienced and informative staff to ensure that the customer's visit is enjoyable and safe.
- We will maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all customers.

Customer Questionnaire Response – The Pavilion, Withernsea

Following from recent Catering Customer Questionnaires you, our customers, raised some valuable comments regarding the Cafe within the Pavilion Leisure Centre provided to you by the internal catering team on behalf of East Riding of Yorkshire Council.

The overall customer satisfaction was disappointing with 66.6% of customers saying they were satisfied or very satisfied with the service they received.

We have recently changed our menu and would like to know what you think. Please complete a catering customer questionnaire and tell us.

You asked us about providing special offers and meal deals. It is our intention to do this at certain periods throughout 2010.

You asked us about providing skinny chips. However, due to the high fat content we intend to continue to only provide thick cut chips which are a lower fat alternative.

We received a number of comments about the recent cafe price increases. We have been fortunate in that we have been in a position to hold prices at The Pavilion cafe since 2007 . However, due to increased costs from our suppliers we have been forced to increase the price for a number of menu items. Saying this, we are sure that you will enjoy the new products we can now offer, which include a wider range and more healthy options.

Our vision is: 'Providing value for money, quality healthy food, served in a friendly, efficient manner, in clean and pleasant surroundings'

01/09/09 - 31/12/09

'Hospitality Assured is recognised as meeting the standard of service and business excellence'



EAST RIDING
OF YORKSHIRE COUNCIL