

Be heard...

Visitor Survey



At The Look Out we want to provide you with the best facilities possible. We would like to know what you think so that we can continue to improve the service we offer.

1 Have you visited The Look Out before?

Yes No

If "Yes" please tick how many times

Once Twice 3 Times More

2 Have you visited The Look Out especially for our science & nature exhibition? Yes No

3 What have you done here today?

- Visited the science & nature exhibition
- Visited a show
- Made a purchase in the gift shop
- Visited the play area
- Walked in the woods
- Visited the coffee shop
- Other (please state).....

4 How did you travel to The Look Out?

- Car
- Train
- Coach
- Other (please specify).....

Please enter the postcode of where you travelled from today

.....

5 How long have you spent here today?

- Less than 1/2 hour
- 1/2 - 1 hour
- 1 - 2 hours
- 2 - 3 hour
- Over 3 hours

6 How did you hear about The Look Out?

- TV
- Radio feature
- Internet
- Advert
- Recommendation
- Leaflet
- Just passing, saw signs

Other (please state).....

7 Please circle the appropriate face

SCIENCE AND NATURE EXHIBITION

Educational value

Excellent Good Average Poor Very Poor

Enjoyment and fun

Value for Money

IMPRESSION OF STAFF

Appearance

Friendliness

Helpfulness/Competence

COFFEE SHOP

Menu Range

Quality of Food

Prices

Cleanliness

GIFT SHOP

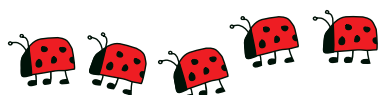
Range of Gifts

Prices

WOODLAND

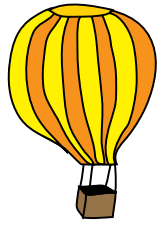
Signposting

Interesting



8 Please indicate which of the centre's information leaflets you have seen

Please circle the appropriate face	Excellent	Good	Average	Poor	Very Poor
CENTRE INFORMATION LEAFLETS					
Contents					
Range					
Quality					
GENERAL					
Cleanliness of the Building					
Cleanliness of the Toilets					
OVERALL IMPRESSION OF THE CENTRE					
THE CENTRE'S VALUE FOR MONEY					
CAR PARKING					



9 Were there any aspects of your visit you particularly liked or disliked? _____

10 How can we improve The Look Out? _____

11 If you came in a group please state the age categories into which they fall.

Age Group	Male	Female
0-4 years		
5-11 years		
12-16 years		
17-25 years		
26-40 years		
41-65 years		
66+		

12 Do you have any further comments? _____

13 How long did it take you to get here?

- 15 mins 30 mins
 45 mins 45+ mins

14 Will you be visiting the science and nature exhibition again?

Yes No

If "Yes" please state how soon you will be returning

- Next Week 7-12 months
 1-3 months Over 1 year
 4-6 months

15 Do you intend to visit The Look Out again? Yes No

If "No" why not? _____

YOUR DETAILS...

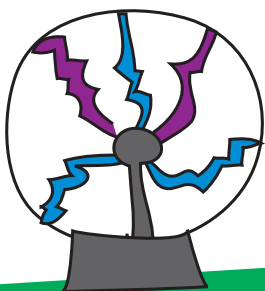
Date _____

Name _____

Address _____

Postcode _____

Email _____



If you require assistance with the completion of this form, please ask a member of staff who will be able to help you.
 Thank you for taking the time to complete this questionnaire.
 Please hand this form in at reception or to any member of staff.

The Look Out Discovery Centre

Nine Mile Ride, Bracknell, Berkshire, RG12 7QW

Fax: 01344 354422 Email: TheLookOut@bracknell-forest.gov.uk

Tel: 01344 354400 Web: www.bracknell-forest.gov.uk/be



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Customer Complaint Form

We are constantly trying to improve our customer service in response to your needs, so please ask to speak to any member of staff if at any time you feel we are not providing a high standard of service.

Our Customer Promise highlighting our commitment of service provision to our users is displayed on the reverse.

We welcome your comments regarding the quality of service received at The Look Out. There are separate forms for the woodland area which is owned and managed by The Crown Estate and for the Coffee Shop which is managed by Refresh Cafe Catering. Our team at The Look Out are...

Manager: Jacky Henderson **Duty Managers:** Linda Solomon, Mark Croll, Liz Blunt, Zoe Gibson **Supervisors:** Sian Evans, David Worsfold

YOUR DETAILS...

Name _____

Tel no. _____

Address _____

Time _____

Date _____

Postcode _____

COMPLAINT

Did you speak to a member of staff? Yes No Name of member of staff you spoke to _____

continued overleaf

Thank you for taking the time to help us improve the service we offer. All your comments will be dealt with in a confidential way and will be fully investigated. You will receive acknowledgement within 5 working days of returning this form. If you require assistance with the completion of this form, please ask a member of staff who will be able to help you.

April 2010

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BRACKNELL FOREST

Be

LEISURE

Be heard...

Comments and Suggestions



The Look Out was opened in 1991 as a centre where the local community and visitors to the area could enjoy a variety of recreational activities in an accessible woodland area, and a wealth of educational and family activities in the building.

The centre is owned and managed by Bracknell Forest Council and is set in over 1,000 hectares of woodland owned by The Crown Estate. The Crown have their own leaflet on which you are welcome to make any comment about the woodland area and trails adjacent to this building.

Your visit to The Look Out should be a relaxing and enjoyable experience. Our staff are here to provide a friendly and efficient service and we hope that you find our facilities provide a high standard of cleanliness, are easy to use, value for money and fun! These standards are defined in our Customer Promise which is displayed in reception. If you are not completely satisfied with the service that you receive then we would like to hear from you.



Expressing your satisfaction or making a suggestion

We would welcome any general comments or suggestions you may have about The Look Out, or indeed, praise for particular facilities or members of staff. There is a space over the page to make such comments in writing.

All your comments, complaints and suggestions are very welcome. We are governed by your elected representatives from Bracknell Forest Council.

How to complain

Please see our separate complaints form, available at Reception.



We want your help. We need to know your opinions, observations and impressions so that we can continue to improve the service we offer you. Why not tell us what you think?



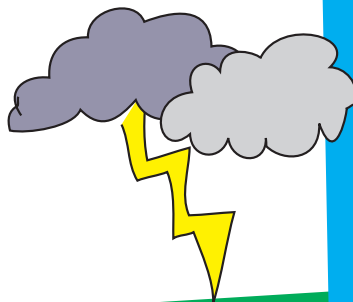
COMMENTS...

If you would like to receive a response to your comments, please write your name and address below:

Name _____	Address _____
Date visited _____	_____
Tel no. _____	_____
Email _____	Postcode _____

At The Look Out we want you to have the most enjoyable visit possible. The Look Out must:

- Be clean and well maintained
- Have friendly and helpful staff
- Provide the facilities you want
- Be a fun place for you to enjoy yourself!



If you require assistance with the completion of this form, please ask a member of staff who will be able to help you.

Thank you for taking the time to complete this form.

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