

Plas Menai National Watersports Centre

Customer Feedback 2011

At **Plas Menai** we strive to maintain the highest standards at all times and your feedback is vital to the continuous review of our services. Below is an overview of our key performance indicators and the performance levels we have achieved in 2011 based on the customer feedback we received. The 'Target' and 'Achieved Performance Level' are based on respondents ticking **Very Good** or **Good** on the feedback form

	J-F-M	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov/Dec	
Number of forms received each month	51	76	53	70	101	149	46	106	15	
KEY PERFORMANCE INDICATORS	Target	Achieved Performance Level								
Helpfulness/Efficiency of Staff	95%	100%	100%	100%	100%	98%	99%	100%	99%	100%
Quality of instruction/tuition	95%	100%	100%	100%	100%	99%	99%	100%	100%	100%
Course Booking Service	95%	96%	96%	96%	86%	90%	96%	97%	89%	83%
Standard of centre facilities	95%	98%	99%	92%	97%	98%	98%	91%	98%	100%
Standard of equipment	90%	98%	99%	88%	95%	97%	92%	100%	99%	100%
Helpfulness of catering staff	80%	100%	94%	88%	96%	93%	94%	93%	88%	100%
Quality of food & Vending	80%	96%	92%	95%	90%	86%	84%	100%	83%	100%
Bar Service	80%	91%	91%	85%	98%	94%	88%	91%	83%	100%
Residential Accommodation	90%	96%	90%	81%	91%	84%	89%	71%	87%	100%
Cleanliness & Hygiene	95%	98%	96%	91%	100%	96%	96%	97%	94%	100%
Overall value for money	95%	100%	97%	94%	100%	98%	98%	97%	99%	100%
Overall Feedback Average	90.3%	97.5%	95.7%	91.8%	95.6%	93.9%	93.9%	94.4%	92.6%	98.5%
YACHT PERFORMANCE INDICATORS	Target	Achieved Performance Level								
Quality of instruction/tuition	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cleanliness of Yacht	95%	100%	100%	93%	100%	77%	100%	94%	100%	89%
Maintenance of Yacht	90%	92%	100%	81%	88%	100%	86%	94%	100%	100%
Quality of food onboard	80%	100%	88%	100%	100%	100%	92%	94%	90%	100%
Overall value for money	95%	100%	100%	100%	100%	100%	85%	100%	100%	100%
Overall Feedback	91%	98.3%	97.6%	94.9%	97.6%	95.4%	92.5%	96.3%	98.0%	97.8%
COMBINED OVERALL FEEDBACK	90.7%	97.9%	96.7%	93.3%	96.6%	94.6%	93.2%	95.3%	95.3%	98.1%

NB: Figures in red show where we failed to reach the target

We are always happy to hear your positive comments and suggestions for areas for improvement. If you would like to provide us with some feedback please complete a form and hand it in to reception

Adborth Gwsmeriaid 2011

Ym **Mhlas Menai**, rydym yn ceisio cadw at y safonau uchaf bob amser ac mae eich adborth chi'n allweddol wrth i ni barhau i adolygu ein gwasanaethau. Isod ceir amlinelliad o'n dangosyddion perfformiad allweddol a'r lefelau perfformio wnaethom eu cyrraedd wrth edrych ar yr adborth a gawsom gan ein cwsmeriaid yn ystod 2011. Seilir y 'Targed' a'r 'Lefel Berfformio a Gyrhaeddwyd' ar yr ymatebwyd yn ticio **Da Iawn** neu **Dda** ar y ffurflen adborth.

2011	I-C-M	Ebr	Mai	Meh	Gorf	Awst	Medi	Hyd	Tach/Rhag	
Nifer y ffurflenni a dderbyniwyd bob mis										
DANGOSYDDION PERFFORMIAD ALLWEDDOL	Targed	Y Lefel Berfformio a Gyrhaeddwyd								
Parodrwydd y staff i helpu / effeithlonrwydd y staff	95%	100%	100%	100%	100%	98%	99%	100%	99%	100%
Safon y cyfarwyddyd / hyfforddiant	95%	100%	100%	100%	100%	99%	99%	100%	100%	100%
Y Gwasanaeth Archebu Cyrsiau	95%	96%	96%	96%	86%	90%	96%	97%	89%	83%
Safon cyfleusterau'r ganolfan	95%	98%	99%	92%	97%	98%	98%	91%	98%	100%
Safon yr offer	90%	98%	99%	88%	95%	97%	92%	100%	99%	100%
Parodrwydd y staff arlwyyo i helpu	80%	100%	94%	88%	96%	93%	94%	93%	88%	100%
Safon y bwyd a'r gwerthu	80%	96%	92%	95%	90%	86%	84%	100%	83%	100%
Gwasanaeth y bar	80%	91%	91%	85%	98%	94%	88%	91%	83%	100%
Y llety preswyl	90%	96%	90%	81%	91%	84%	89%	71%	87%	100%
Glendid a hylendid	95%	98%	96%	91%	100%	96%	96%	97%	94%	100%
Gwerth cyffredinol am arian	95%	100%	97%	94%	100%	98%	98%	97%	99%	100%
Cyfartaledd yr Adborth yn Gyffredinol	90.3%	97.5%	95.7%	91.8%	95.6%	93.9%	93.9%	94.4%	92.6%	98.5%
DANGOSYDDION PERFFORMIAD AR GYFER HWYLIO	Targed	Y Lefel Berfformio a Gyrhaeddwyd								
Safon y cyfarwyddyd / hyfforddiant	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glendid yr iotiau	95%	100%	100%	93%	100%	77%	100%	94%	100%	89%
Y gwaith cynnal a chadw ar yr iotiau	90%	92%	100%	81%	88%	100%	86%	94%	100%	100%
Safon y bwyd ar fwrdd y cychod	80%	100%	88%	100%	100%	100%	92%	94%	90%	100%
Gwerth cyffredinol am arian	95%	100%	100%	100%	100%	100%	85%	100%	100%	100%
Cyfartaledd yr Adborth yn Gyffredinol	91%	98.3%	97.6%	94.9%	97.6%	95.4%	92.5%	96.3%	98.0%	97.8%
ADBORTH CYFFREDINOL CYFUN	90.7%	97.9%	96.7%	93.3%	96.6%	94.6%	93.2%	95.3%	95.3%	98.1%

DS: Mae'r ffigurau mewn coch yn dangos lle bu i ni fethu cyrraedd y targed

Rydym bob amser yn barod i glywed eich sylwadau a'ch awgrymiadau positif ynghylch meysydd i'w gwella. Os hoffech gyflwyno unrhyw adborth i ni, cwblhewch ffurflen os gwelwch yn dda a'i chyflwyno yn y dderbynfa.