

customer|promise

Our **customer** promise sets out a **commitment** from our **service** to our customers. We are committed to delivering our **promises** and will measure our **performance** against these **priorities** in our annual surveys, focus groups and **feedback** processes.

inspiring customer experience

- › Provide an inspiring customer experience by giving our customers a welcoming environment from courteous and professional staff. Our customers are the focus of everything we do.

availability and variety

- › To give our customers an extensive choice of activities for a broad range of abilities. Ensuring availability across a range of venues with easily accessible equipment.

efficiency

- › To handle all enquiries and complaints in a prompt and efficient manner, and endeavour to update our processes and systems as necessary to ensure we are providing the most helpful, streamlined and dynamic service possible.

value for money

- › We will strive to provide an inspiring customer experience at the best value for money, with the aim to give our customers first-class facilities at competitive prices.

high quality

- › We aim to provide high quality facilities and services that exceed the expectations of our customers in terms of the cleanliness of all facilities, the provision of a safe environment to pursue activities and a professional team of staff that are trained to a high level.

development and improvement

- › We will actively encourage our customers to communicate their feedback. We will respond to the views and suggestions put forward in order to improve our facilities and services.

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