



STARplex CRECHE SURVEY
2009

Dear Parents / Guardians

We are currently undertaking an evaluation of our service and we are always looking at ways to continually improve the crèche, which will reflect the needs of our clients. Your feedback enables us to achieve this, the survey is confidential and you may remain anonymous. We appreciate any positive comments as well as any concerns and ideas that you may have.

Thankyou, your assistance enables us to provide an even better standard of care for your child/children.

Please place the completed survey in the survey box located by the sign in sheets.

Kind Regards

The Crèche Team.

For marketing purposes, can you please record the following information, which will assist STARplex in further developing a more concise marketing plan?

Your postcode? _____ Are you a New or Existing STARplex Client? (N/E) ___

Where did you hear about STARplex? _____

What activities are you currently involved in at STARplex? _____

Did you find the initial information package about the crèche informative? Yes / No

Do you feel any other information could be included in this booklet? Yes / No

Comments: _____

Do you feel welcomed when arriving at the crèche? Yes / No

Comments: _____

On a scale of 1 - 10 how much do you feel your child/children enjoy being in the crèche (1 being the lowest and 10 the highest) _____

Do you feel that staff, are generally approachable and communication regarding your child is conveyed to you on a regular basis?

Is there a staff member that you wish to acknowledge for doing something that has made you feel that you have had excellent service? _____

Please comment, so that STARplex can recognise these achievements?

On a scale of 1- 10, do staff demonstrate a happy, caring & professional manner in the crèche? (1 being the lowest & 10 the highest) _____
Comments _____

What do you like most about the crèche? _____

Do you have any concerns or ideas about the crèche?

In addition to our opening times are there any other times you would like to see the crèche or Kids Club open?

On a scale of 1 - 10 are you happy with the Kids Club School Holiday Service for 5 - 12 years? (1 being the lowest & 10 the highest) _____
Comments _____

Are there any other classes/activities that you would like to be offered within STARplex?

Do you have any other suggestions/ideas regarding any other areas within STARplex?

Which areas of STARplex do you regularly participate in (please circle as many)
Courts Pool Fitness Centre STARstore Theatre Cafe

Do you have an email address and would you be interested in having any newsletters or further information from the crèche emailed to you? _____

Other Comments _____

We thank you, for your assistance.

Name _____(Optional)