



### 2010/2011 Customer Satisfaction Survey

How did we do? Please take the time to fill in the following survey and let us know!

- 1. Skating Session (check all that apply):  Pre-School  CanSkate  Junior  Intermediate  Senior  Synchronized Skating
- 2. Did you/your skater enjoy the skating lessons this year?  Yes  No  Somewhat

3. What did you/your skater like most about this session?

4. What did you/your skater like least about this session?

5. What areas of the program (on or off-ice), if any, could be improved?

6. Did the club's methods of communication meet your needs and keep you informed of schedule changes, club news, etc.?  
 Yes  No

Comments:

7.

8.

If you would like us to contact you about any concerns you've indicated, please provide the following:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Evening Phone # \_\_\_\_\_

**Thank you for taking the time to provide your feedback; it will help us build a stronger program for next year!**  
The North Bay Figure Skating Club Board of Directors