

# Customer Satisfaction Survey

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FIRST NAME \_\_\_\_\_ SURNAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

BOAT NAME \_\_\_\_\_ BOAT TYPE Launch  Yacht  Length \_\_\_\_\_

PHONE: Day \_\_\_\_\_ MOB \_\_\_\_\_ EMAIL \_\_\_\_\_

WHERE IS YOUR BOAT USUALLY KEPT? \_\_\_\_\_

## Question 1

When did you last use our lift-out service?

- In the last 6 months       1 - 2 years ago  
 6 - 12 months ago       2 - 3 years ago

## Question 2

Please tell us what you thought of our haulout service?  
(circle a number - 5 being excellent - 1 being very unsatisfactory)

- a. The information and service you received when enquiring      1 2 3 4 5
- b. The service from the person when you booked      1 2 3 4 5
- c. **At the boatlift:**
- The safety of your boat      1 2 3 4 5
- The efficiency of the lift      1 2 3 4 5
- Was it on-time?      1 2 3 4 5
- General care taken      1 2 3 4 5
- d. **The travelift operators:**
- Courteousness      1 2 3 4 5
- Helpfulness      1 2 3 4 5
- Standard of waterblast clean      1 2 3 4 5
- Care taken during waterblast clean      1 2 3 4 5
- Care taken during transportation to location      1 2 3 4 5
- e. **Boat storage:**
- Storage location      1 2 3 4 5
- Amount of working space provided      1 2 3 4 5
- Convenience of power and water      1 2 3 4 5
- f. **Yard Control:**
- Cleanliness      1 2 3 4 5
- Precautions taken by professional painters      1 2 3 4 5
- Precautions taken by DIY painters      1 2 3 4 5

## Question 3

For normal repairs & maintenance work, do you work on the boat yourself or use professionals/contractors?

- Yourself       Professionals/Contractors       Both

## Question 4

How much time do you spend yourself "servicing" your boat these days compared to say 3-5 years ago?

- More       Less       About the same

## Question 5

On your last visit, which of Opua Marine Park's services did you use at your haulout?

	Satisfied	Not Satisfied
Spars & Rigging	<input type="checkbox"/>	<input type="checkbox"/>
Chandlery	<input type="checkbox"/>	<input type="checkbox"/>
Marine Diesel Engineers	<input type="checkbox"/>	<input type="checkbox"/>
Stainless Steel Fabricators	<input type="checkbox"/>	<input type="checkbox"/>
Marine Engineering	<input type="checkbox"/>	<input type="checkbox"/>
Marine Painters	<input type="checkbox"/>	<input type="checkbox"/>
Marine Electricians	<input type="checkbox"/>	<input type="checkbox"/>
Sailmakers	<input type="checkbox"/>	<input type="checkbox"/>

What Services were missing? \_\_\_\_\_

## Question 6

About how often do you have your boat out of the water for normal repair and maintenance work?

- Less than 6 months       Every 6 months       18 months  
 2 years       Every year

## Question 7

At what time of year do you prefer to do this work?

- Jan/Feb       Mar/Apr       May/Jun  
 Jul/Aug       Sep/Oct       Nov/Dec

## Question 8

What other times for haulout would you consider if there was a substantial incentive? (if more than one time please list in order of preference)

- Jan/Feb       Mar/Apr       May/Jun  
 Jul/Aug       Sep/Oct       Nov/Dec

## Question 9

How would you compare your experience this time with the last time you used our haulout?

- better       the same       worse

## Comments

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE No individual information will be used in any way without permission.