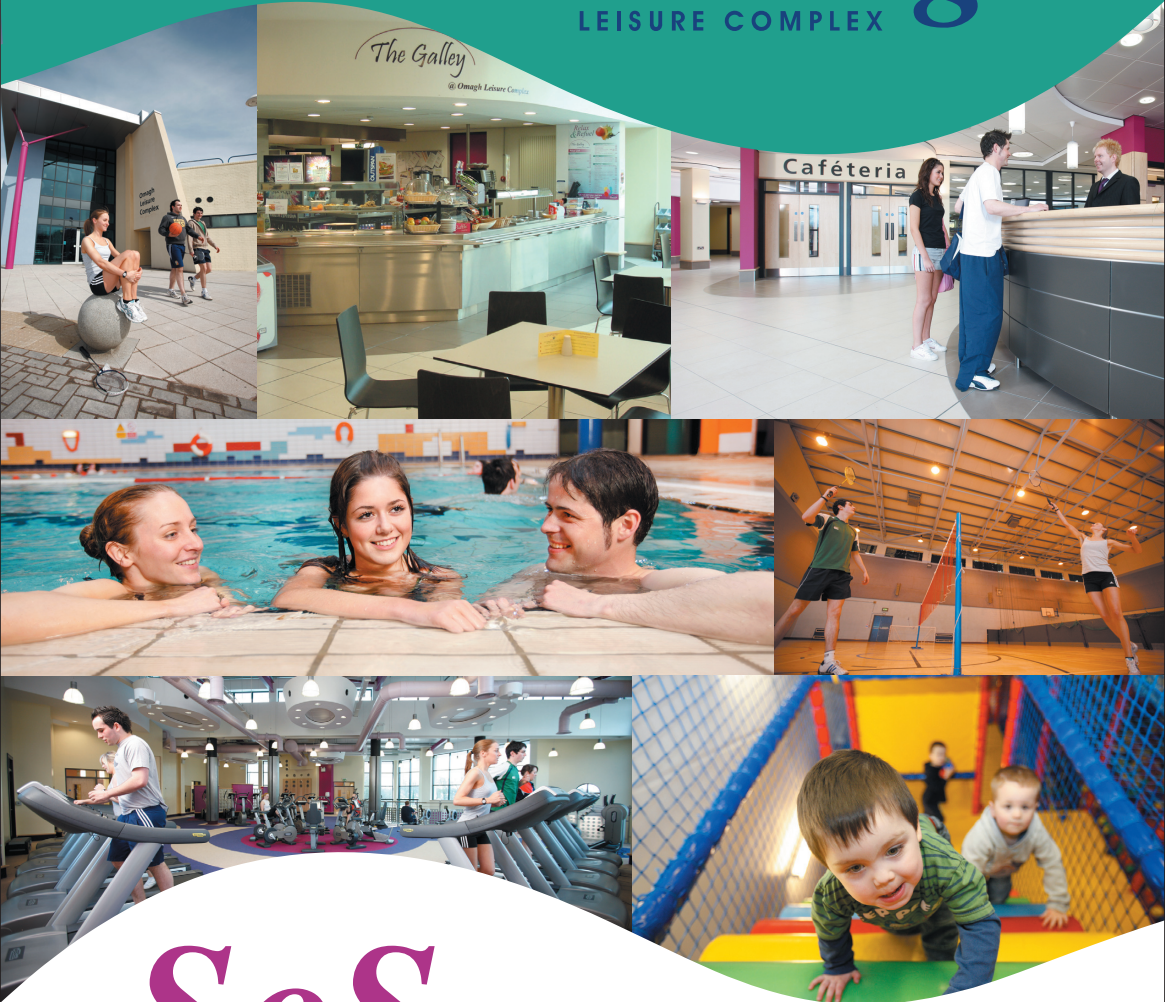




Omagh

LEISURE COMPLEX



SoS

Standard of Service

You can Expect From a QUEST Registered Firm.



COMMITMENT TO QUALITY SERVICE

Omagh Leisure Complex Management is committed to providing a customer-focused facility of the highest quality. Senior Staff continually review and assess processes to ensure the quality of service meets the needs of all our Customers. To ensure we maintain our high standards we encompass the internal operational procedures and processes to comply with QUEST Registration. QUEST is the U.K. Quality Scheme for Sport and Leisure and consists of intensive assessment of all aspects of facility management, customer care and includes mystery visit feedback. The continuous improvement ethos of Omagh District Council has secured major investment to further develop our swimming pools, outdoor and indoor sporting and cultural facilities. This takes the form of an exciting new-build and extensive refurbishment plan that will ensure Omagh Leisure Complex provides a first-class service to the Community.

All our Staff are trained in Customer Care. At Reception you will find staff to be helpful and attentive to your needs. Reception staff are familiar with all aspects of service and will ensure up-to-date information is provided and your query dealt with efficiently.

Recreation Assistants are qualified Lifeguards and Coaches, possessing various coaching/first-aid qualifications and skills. Primarily, Recreation Assistants focus on good housekeeping, pool supervision, coaching, health, safety and customer care.

Our Maintenance Staff work behind the scenes to guarantee comfort, health and safety of customers using the facility. They monitor, maintain the building, environment and equipment and ensure the pool water is kept to the highest standard. We recognize there are times when things will go wrong so if you are not satisfied with any aspect of your visit, please contact Reception and we will initiate prompt action to put things right for you. We appreciate the opportunity to put things right.

Mission Statement:-

"In keeping with our quality ethos we aim to provide a high level of customer service contributing to the wellbeing of our community. We are customer focused people striving for excellence in your leisure and sporting experience."

PLEASE USE OUR CUSTOMER INFORMATION POINT AND CUSTOMER COMMENT KIOSK – located at Reception. Thank You.



CLEANLINESS

Cleanliness is our priority and housekeeping standards for each area are posted at the location doorways. All areas of the building are checked and cleaned by staff at half hour intervals. Facility inspections are carried out by Duty Officers at the commencement of each shift. We strive to ensure that all areas are clean, safe, hygienic and in good working order. If you are not satisfied with the cleanliness of any area(s) – please let us know immediately – so that we can take appropriate action.

FACILITIES

OUTDOOR: We boast our recently refurbished outdoor 3G synthetic pitch to FIFA Star 1 standard and athletic track. There is a grass pitch, secluded bowling green and pavilion, beautiful boating pond and parkland walkways. We have a large car-park with designated disabled parking, parent and toddler parking and secure bike racks.

INDOOR facilities includes: Service Lifts to all floors and automated opening doors, for ease of access. Our spacious Reception area is welcoming and has an Information Point and Customer Comment Kiosk. Our state of the art DEC – modern gym facility, includes a range of computerized cardiovascular and resistance training equipment, a health suite and free weights area. The award-winning Galley Café – to relax and refuel, with a wide choice of foods and beverages. A host of sports and fitness classes are accommodated in our major and minor sports halls, spinning studio, squash and handball courts. Dr. Gurgley's Soft-play and Kiddies Korner Crèche facility offers a safe environment for young children and many party options. Our Swimming Pool Complex plays host to an extensive splash programme. Major investment has been directed at developing the swimming pool facilities, changing rooms and building refurbishment.

Omagh Leisure Complex plays host to many major events including sporting, entertaining, musical and cultural. We are passionate about the facilities, activities and service we provide.

HEALTH & SAFETY

Omagh Leisure Complex meets all the statutory requirements in relation to fire safety, Health and Safety at Work, swimming pool safety and hygiene. Preventative planned maintenance and regular facility inspections and supervision ensure high safety standards. We operate with highly trained and qualified FIRST-AID staff. The building is monitored by CCTV for security and safety reasons.

“Your wellbeing is our priority”.

STAFFING

Having achieved IIP (Investors in People) all staff are trained and qualified for their appropriate responsibilities. Staff are Access NI checked, carry coaching qualifications and maintain high standards through ongoing training to enhance customer experience and customer care. You are guaranteed a minimum of 2 Staff on pool duty at all times with continuous monitoring and patrol of all areas.

“Your wellbeing is our priority”.



CATERING

Score on the door

5

The Award-winning Galley Café prides itself on high quality, home-made produce and stringent hygiene standards. Committed to delivering excellence in customer service, all staff will welcome you warmly and provide food and beverages of highest quality. We serve home-made bakery items, hot/cold breakfasts, a variety of hot lunches, full salad and sandwich bar and a range of fresh fruit, smoothies and healthy options. We specialize in catering for special functions/parties to suit our customer requirements.

We encourage healthy eating for children and adults and have recently been granted the "Little Choices" Award for promoting healthy eating choices for children. Our "5" Score on the Door rating represents the highest rating achievable in this National Award initiative. Our rating is proof of current compliance with regards to food hygiene and structure and high confidence in the management of The Galley Café.

PRICING

Up-to-date price lists, activity programmes and brochures are available at our INFORMATION POINT. While charges must be made to sustain the service provision, we endeavor to be competitive, give value for money and a quality service. Special offers are regularly introduced on various activities. Activity programmes are reviewed to ensure we are competitive and up-to-date with the latest fitness classes and equipment. Special rates apply to off-peak times and we offer a variety of season tickets giving substantial savings on normal prices. A gym membership option is available which provides excellent value for money to regular customers. Price reviews come into effect on the 1st April each year.

Some facilities are seasonal, details available from Reception.

PROGRAMMING

At Omagh Leisure Complex, we endeavor to provide a balanced programme which meets the needs of the community. We anticipate in excess of 440,000 customer visits per year using this Leisure Centre and its facilities. To this end, we cater for all ages, abilities, and fitness levels. We utilize all operational areas promoting fitness classes for young children, senior citizens, male and female clients and these include spinning and aqua aerobics. Brochures of our current Activity Programme and range of Swimming Lessons are always available at the INFORMATION POINT. Management continues to review and update the programmed facilities to suit current health issues, trends and customer demands. We are keen to work in partnership with other agencies to promote a healthy lifestyle in our Community.

Our Activity Programme is officially reviewed three times per year to ensure we successfully balance our services opportunities to our customers.

CHILD CARE & PLAY

Dr Gurgley's House of Fun

Our soft-play facility works in partnership with the Galley Cafe and is suitable for children aged 2 – 10 years. It offers three levels of interactive fun to encourage physical activity and social interaction. Equipment is inspected each day before opening to ensure a clean and safe environment. The facility is cleaned at the commencement and close of business with ongoing checks throughout opening hours. Cleaning checklists are available for inspection. Staff are ACCESS NI checked and their training ensures commitment to delivering the highest possible quality service. We cater for individual children, school groups and birthday parties. "Build a Birthday" is our recent initiative that ensures children enjoy this safe facility and avail of an additional range of specially reduced leisure centre activities.

KIDDIES KORNER CRÈCHE

Our Registered Crèche facility operates to provide a safe, stimulating and caring environment for babies and young children. Parents may attend fitness classes and use the centre facilities in the knowledge their children will be cared for by fully qualified and experienced staff. As a WHSC (Western Health & Social Care) Registered Crèche, the facility is regularly monitored and assessed to ensure compliance with childcare legislation. Our customers can be confident that all aspects of childcare are addressed appropriately. Staff are well qualified and trained in childcare in compliance with all relevant legislation.

"Your wellbeing is our priority".





ENVIRONMENT

Regular monitoring and management of environmental issues is carried out daily to ensure the comfort of all our customers. Any change to normal conditions will be notified to customers before they use a facility. To illustrate our commitment to maintaining an environmental management system Omagh Leisure Complex has achieved BS EN ISO 14001 Standard.

YOU CAN EXPECT...

Pool Water Temperature	85° F + / - 2°
Air Temperature	86° F + 2° or - 6°
Changing Room Temperature	20°C – 25°C min.
Pool Bathing Load	105 bathers max.

(Above taken from PWTAG 2009 Swimming Pool Water Guidelines)

At all times two lifeguards (minimum) will be on supervisory duty in the pool hall, this may increase in accordance with bathing load or pool activities.

At all times we will recycle, minimize waste and reduce any negative impact on the environment which might result from our activities. We ask for, and appreciate, your assistance with this.

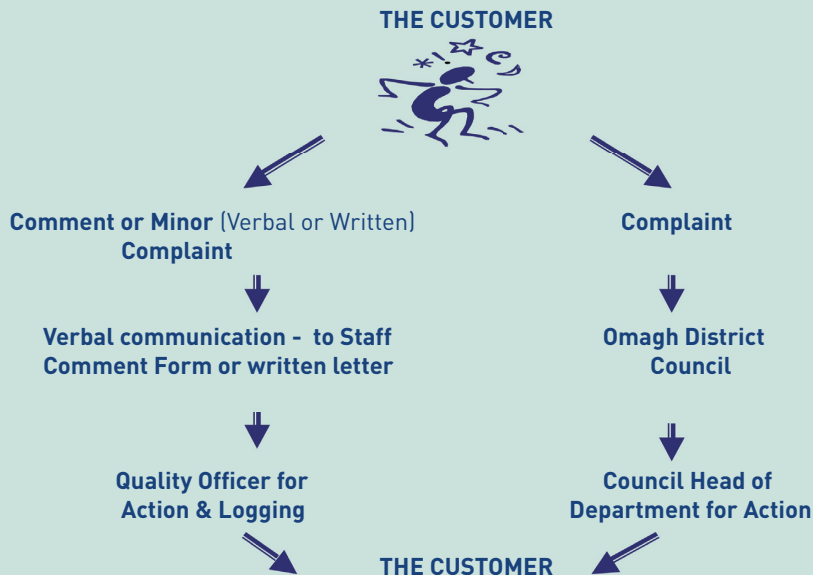
This is a “NO SMOKING” facility.

“Your wellbeing is our priority”.



COMPLAINTS SYSTEM

Our complaints system is simple: – Just speak to a member of staff! If you are not happy with any aspect of service you may put your views in writing. We have a Customer Comment Kiosk located privately at Reception. If you are dissatisfied with the outcome of your complaint you may direct your concerns to **Omagh District Council (02882 245321)**.



CUSTOMER FOCUS GROUP

We have a Customer Focus Group looking after your interests within Omagh Leisure Complex. We simply ask a variety of people from our wide customer base, male/female, different abilities and ages, family, special needs etc. to give of their time and attend a meeting once/twice per year. We can discuss ideas and views on the service provided. Members are invited to convey Customers views to a range of staff in the form of an informal meeting. All we ask is that members talk to other customers and keep the information flowing. The Customer Focus Group acts as a forum whereby customers and management share ideas and suggestions for service improvement.

BENEFITS

1. Management & Staff listen to our customers' points of view.
2. Priorities are highlighted by customers.
3. Once action is agreed there is "No Going Back".
4. All staff are kept informed through personal involvement and the circulation of Minutes of Meetings.
5. Customers can suggest ideas and openly inform the centre management of realistic customer perceptions on facilities.
6. Two-way feedback diminishes the negative affect of grapevine and, encourages understanding and improvements in service.
7. We become a much more customer driven centre.
8. Management are given the opportunity to explain why we do things a certain way, thus improving customer perception.



Omagh Leisure Complex was established in 1982 to provide a sport and recreation service to the people of Omagh town and surrounding district. Over the years the Centre has progressed and continuously developed in both facility provision and quality service. Staff have a great pride in providing excellent service and we have achieved many awards and accolades for our customer care commitment.

This Quest logo represents Business Registration to the Quest U.K. Quality Award specific to the Leisure and Sport Industry. Omagh Leisure Complex is externally assessed and graded in accordance with Best Practice Principles for excellence in the delivery of service. Following feedback from our latest assessment, staff were proud to attain a commendation for quality service provision.

This logo demonstrates our commitment to continuous improvement and providing all our customers with a high quality service.

Conor McGarvey
Centre Manager

