

Customer Satisfaction Survey

Ashby's Boatyard, PO Box 7, Opua 0241. Ph: 09 4027483 Email: ashbyboats@extra.co.nz

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.