



The Yacht Harbour Association
Marine House
Egham
Surrey
TW20 8BF

Anonymous questionnaire for marina berth holders

(also available on <http://www.surveymonkey.com/s/goldanchor>)

Dear Sir / Madam,

As a customer of *St Helier/Elizabeth Marina/La Collette Yacht Basin (*Delete where applicable) we would like to invite you to complete a brief questionnaire about your experience as a berth holder. This is important as it will help us make an informed judgment on the Gold Anchor rating of the facility. Please can you answer the following questions and return this questionnaire to the Marina Leisure Centre, New North Quay. Alternatively email to marinas@gov.je.

Please circle:

Very bad

Very good

1.	Lighting and security in the marina?	1	2	3	4	5	n/a
2.	Helpfulness and appearance of the staff?	1	2	3	4	5	n/a
3.	Appearance and ambience of the marina?	1	2	3	4	5	n/a
4.	Product selection in the chandlery?	1	2	3	4	5	n/a
5.	Product selection in the convenience store?	1	2	3	4	5	n/a
6.	Marina opening hours?	1	2	3	4	5	n/a
7.	Repair services	1	2	3	4	5	n/a
8.	Club house / restaurant facilities	1	2	3	4	5	n/a
9.	Social programme	1	2	3	4	5	n/a
10.	Car parking facilities	1	2	3	4	5	n/a
11.	Would you recommend this marina to a friend or colleague?						

Extremely Unlikely

Very Likely

0 1 2 3 4 5 6 7 8 9 10

12. Do you have any additional comments you would like to make?

Thank you for your time, if you would like to learn more about the Gold Anchor scheme or the Yacht Harbour association please visit www.goldanchor.org.

With best regards,

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