

Marina Park Guest Slips
Customer Satisfaction Survey
Responses for May 2019

Question #1 - My experience was as a...

Visiting Boater = 9 (75%)
Local Boater = 3 (25%)
Other = 0 (0%)

Question #2 – Overall, I was satisfied with my stay...

Strongly Agree = 11 (92%) Somewhat Disagree = 0 (0%)
Agree = 1 (8%) Strongly Disagree = 0 (0%)
Neutral = 0 (0%)

Question #3 – I received the quality and value I expected for the cost...

Strongly Agree = 12 (100%) Somewhat Disagree = 0 (0%)
Agree = 0 (0%) Strongly Disagree = 0 (0%)
Neutral = 0 (0%)

Question #4 – I was pleased with the overall appearance and condition of the Marina Park Guest Slips...

Strongly Agree = 12 (100%) Somewhat Disagree = 0 (0%)
Agree = 0 (0%) Strongly Disagree = 0 (0%)
Neutral = 0 (0%)

Question #5 – Please check all of the services that you used during your stay...

Restrooms/Shower	= 11 (92%)	Lighthouse Bayview Café	= 10 (83%)
In-Slip Pump Out	= 2 (17%)	On-Site Beach, Playground or Park Areas	= 7 (58%)
On-Site Washer/Dryer	= 0 (0%)	Nearby Dining, Entertainment or Commercial	= 11 (92%)
Complementary Wi-Fi	= 8 (67%)		

Question #6 – The condition of the restroom/shower...

Excellent = 9 (75%) Below Par = 0 (0%)
Good = 2 (17%) Unacceptable = 0 (0%)
Just OK = 0 (0%) No Response = 1 (8%)

Question #7 – The condition of the Marina Park facilities and grounds...

Excellent = 12 (100%) Below Par = 0 (0%)
Good = 0 (0%) Unacceptable = 0 (0%)
Just OK = 0 (0%)

Question #8 – I was satisfied with the level of care and commitment shown by Harbor Department staff...

Strongly Agree = 12 (100%) Somewhat Disagree = 0 (0%)
Agree = 0 (0%) Strongly Disagree = 0 (0%)
Neutral = 0 (0%)

Question #9 – I will return and/or recommend your facility to other boaters...

Strongly Agree = 11 (92%) Somewhat Disagree = 0 (0%)
Agree = 1 (8%) Strongly Disagree = 0 (0%)
Neutral = 0 (0%)

Question #10 – Please tell us what you liked best about your stay at the Marina Park Guest Slips...

- “Staff was very attentive, friendly”
- “We really appreciate the attention and attitudes of staff – specifically Ryan – always a pleasure”
- “The assistance provided by the harbor masters”
- “Helpful staff. Clean. Nice that you could lock the shower door. Very polite staff – acted like they enjoyed helping us.”
- “Employees are tops! Thank you.”
- “Friendly staff”
- “We came to Marina Park right after it opened – Ryan makes our stay very enjoyable – like always.”
- “We have stayed here numerous times since first opened. It is a favorite destination for us.”

Question #10 – Please tell us what was not up to par about your stay...

- “Toilet Paper Men’s Restroom”
- “Nothing”
- “I could not get my blow dryer to fit into your bathroom socket – not sure why...”
- “Slip 13 – the electrical was not working – so we plugged into #12 instead.”

Question #11 – Comments / Suggestions

- “Keep it up!”
- “Harbor Master was excellent! Ryan very helpful. Very hard worker, very pleasant.”
- “Ryan Sanford has done an amazing job and he provides stellar customer service. Marina Park is a great cruise for us and we are looking forward to our next visit.”
- “Keep things repaired and in working order.”
- “Men’s shower not being cleaned.”