

# Customer Satisfaction

At Plas y Brenin, we take our customers seriously. If you are unhappy with any part of your experience at The National Mountain Centre we'd like to hear about it - so we can put it right.

The graph below shows how highly our customers rate every aspect of our service over the last three months. We'd appreciate your help in bringing any problems or potential improvements to our attention so we can keep on maintaining our high standards and continue to keep our customers satisfied.



*Here's how it works:*

*Our guests said they liked the packed lunches but found the sandwiches made in Flintshire disappointing.*

We now source our sandwiches from the local bakery in Betws y Coed, delivered on a daily basis.

*Our guests said paper towels would be useful in addition to hand dryers in the toilets. We fitted paper towel dispensers in the climbing wall toilet blocks.*

*Our guests asked for more information about our staff's achievements.*

We now have a Plas y Brenin Staff Facebook page where instructors give regular updates on their adventures.