

Mr. David Carey
 The Galleon Centre
 99 Titchfield Street
 KILMARNOCK
 Ayrshire
 KA1 1QY

30 January 2012

Dear Mr. Carey

2011 QUALITY ASSURANCE

I am pleased to confirm that the Grade and Designator for your property is as follows:

Grade **4 Star**
 Designator **Leisure Centre**

Please note that the Grade and Designator must be promoted jointly.

Levels of Accessibility throughout attraction (where applicable):-

Attraction Category 2
 Catering Category 2
 Retail N/A
 Toilets Category 2
 Overall Category 2

Accessibility Notes:
 As before.

Please turn over...

Year	Atts	Per To	One
2011	4/4	✓	3/02
2010		✓	
2009		✓	
2008		✓	
2007		✓	
2006		✓	
2005			
2004			
2003			
2002			
2001			

Please pass back to me

We enclose your grading report which gives you the details of how your award was achieved.

If your award is new or has changed since your last visit, you will find enclosed new promotional goods depicting the new award. We will be pleased to provide an award logo by email. Please contact us by phone or email with your request.

VisitScotland will automatically include your Quality Assurance award in any advertising taken out with us.

Please note that the Quality Assurance award is subject to your continued acceptance and compliance with the scheme's schedule of conditions, which include the promotion of the most recent valid award; copies are available on request.

If you disagree with the award granted, or wish to have a revisit to take account of any improvements made, there is an opportunity to request a further (second) visit between now and the end of the 2011 scheme year in December 2011. Should you wish to discuss this further, or to receive a second visit, please contact us for details of cost etc. The second visit fee is non-refundable, although under certain circumstances this may be reviewed.

We are very happy to help you with any queries you may have about any aspect of the quality assurance service we offer.

Thank you for your support of the Quality Assurance scheme.

Yours sincerely

Tracie Denoon

TRACIE DENOON
Customer Services Manager (Support Services)
Telephone: 01463 244 111
Email: tracie.denoon@visitscotland.com

Galleon Centre

Company URN: 33841
Property URN: 15794
Attraction: Galleon Centre
Date of Visit: 23/01/2012
QA Name: Pauline Sinclair
Discussed with: Ross Lennox

Grading: 4 Star

Designator: Leisure Centre

Overall Score: 264 / 330 80%

Summary:

Thanks to Ross for taking the time to talk with me following the incognito grading visit to the Galleon Centre on Monday the 23rd of January. The Centre continues to be well maintained and I am happy to confirm the 4 star award again this year. Thank you for taking on board the comments from the previous visit. Improvements made since then have strengthened the overall award and I have noted these in the Feedback and Suggestions for Improvement section below. If you have any questions regarding this report or the grading scheme in general, please do not hesitate to contact me.

All sections meet sectional consistency requirements with one general area (Catering, Retail, Toilets) one grade below overall award. Award confirmed.

Visitors will have an expectation that all areas of an attraction display a similar degree of quality. This expectation is reflected in the grading by sectional consistency. The areas that must achieve sectional consistency are Arrival, Attraction (Core), Catering, Retail and Toilets. All of these areas must achieve the minimum percentage of the relevant grading band for that award to be confirmed. The single exception to this is that one of Catering, Retail and Toilets sit one grading band below the overall award. At the time of this visit one general area falls below the overall grade and the award is maintained at the higher level. In line with visitor expectations we would advise consideration is given to making improvements in the area concerned.

Riders:

All riders met. Award Confirmed.

At 3, 4 and 5 stars, key elements of the attraction must achieve a minimum score before these awards can be confirmed. These are called riders and the minimum scores are indicated below. At the time of this visit all riders were met and the award is confirmed.

Galleon Centre

To confirm an award of:

4 Stars

the following areas need to score above a certain level.
'Pass' indicates the required score has been met.

Riders (7/10 for 3 Stars, 8/10 for 4 Stars, 9/10 for 5 Stars)	In Place
Arrival: Welcome/Attitude/Efficiency of Staff	Pass
Arrival: Cleanliness/Tidiness	Pass
Attraction: Booking Procedure/Briefing Advice	Not Scored
Attraction: Experience/Expectation of Activity	Pass
Attraction: Attitude/Efficiency/Knowledge of Staff	Pass
Attraction: Equipment (where applicable)	Not Scored
Attraction: Cleanliness/Tidiness	Pass
Catering: Attitude/Efficiency of Staff	Pass
Catering: Cleanliness/Tidiness	Pass
Retail: Attitude/Efficiency of Staff	Not Scored
Retail: Cleanliness/Tidiness	Not Scored
Toilets: Cleanliness/Tidiness	Pass

Please Note: To achieve an award of 4 Stars an overall score of 78-84% must be achieved. Additionally, one area (catering, retail or toilets) may score below 78% but not less than 71%, which is the minimum percentage score for 3 Stars. If so, the grading would drop to 3 Stars.

Galleon Centre

Feedback and Suggestions for Improvement

Pre-Arrival:

A very good brochure was available in the centre itself which details the variety of facilities in the Galleon Centre. It was good to see opening times of each area clearly noted where possible. The website is very comprehensive and provides full timetable information and prices. A good system of brown signage is in place, guiding visitors from the A77.

The car park remains very much as before. The white lines marking spaces are now very faded and re-painting of these is recommended as a priority. The car park is fairly compact for the size of the attraction and clearly marking spaces will make best use of the area.

Arrival:

The reception area and stairs have been painted since the last visit. Windows on the kiosk have been 'de-cluttered' as suggested by my colleague previously. This creates a more inviting first impression. The score for decor and maintenance in this section has been increased to reflect these improvements.

I was greeted by the female member of staff on reception. When I approached the counter, the staff member was on the phone and was the only person manning this area. However, I was acknowledged immediately and told that she would be with me shortly. Apologies were given for my wait. Change was provided for lockers and hair dryers which was excellent and the staff member very kindly gave me another receipt on exiting, when I realised that I had not picked up my original one. Staff were all wearing corporate uniforms and name badges which is excellent.

Attraction/Presentation:

There is scope to improve initial orientation and internal signing. As noted by my colleague at the last visit, a prominent orientation board indicating the whole complex building and what is on each level, with subsequent directional signage is recommended.

The pool was used on this visit and it was good to see it so well maintained with high standards of cleanliness evident in both the pool and changing areas.

Improvements made since the last visit include refurbishment of the bowling hall. A new bowling green has been laid, new carpet fitted and the whole area painted and comfortable spectator seating in place. In the pool area, a disabled access lift has been installed to allow access to the spectators' area. The hoist has also been re-located. Upstairs, both the male and female changing areas have been refurbished and have been finished to an excellent standard. Lockers, decor, showers, toilets and fittings have all been replaced. In the gym, a new floor has been fitted in the weights area and some new equipment has been added. General maintenance has been carried out, with corridors painted. The score for decor/maintenance here has been increased and is now of an excellent standard. Future plans include replacing plant equipment in the ice rink which will be a considerable expense although will not be obvious to visitors using the facility.

Catering:

The Cordwainer Bar remains very much as previously seen. This could perhaps be better promoted as it is not immediately obvious to visitors unfamiliar with the centre. Staff were polite and efficient and good to see corporate uniforms worn in this area. Tables were cleared promptly and very good standards of cleanliness were observed.

Toilets:

The improvements to toilets in the changing areas have consolidated the overall scores in this section. All facilities were well stocked with toilet rolls, paper towels and plenty of soap. Again, excellent standards of cleanliness were evident which is a credit to the team at this site.

Galleon Centre

If you have any questions on marketing your business through VisitScotland your local Business Relationship Manager would be pleased to assist you. You can contact them on:
VisitScotland – AYR – TEL: 01292 616225

Galleon Centre

Pre-Arrival			
	Available	Actual	
1 Brochure Content/Accuracy	10	8	
2 Road and Directional Signs	10	7	
3 Appearance of Grounds	N/a		
4 Car Park	10	7	
Pre-arrival section is scoring: 3 Stars	30	22	73%
Arrival			
5 Signing	10	7	
6 Appearance of Buildings	10	7	
7 Price Display	10	8	
8 Welcome/Attitude/Efficiency of Staff	10	9	
9 Appearance of Staff	10	9	
10 Interior Layout	10	7	
11 Décor/Maintenance	10	8	
12 Cleanliness/Tidiness	10	9	
Arrival section is scoring: 4 Stars	80	64	80%
Attraction / Presentation			
13 Orientation	10	6	
14 Layout	10	8	
15 Audience Level (e.g. languages/ages/interests)	10	9	
16 Booking Procedure/Briefing Advice	N/a		
17 Experience/Expectation of Activity	10	8	
18 Décor/Maintenance	10	9	
19 Attitude/Efficiency/Knowledge of Staff	10	9	
20 Appearance of Staff	10	9	
21 Equipment (where applicable)	N/a		
22 Internal Signing (directional, where applicable)	10	8	
23 Balance/Mixture of Content and Facilities	N/a		
24 Cleanliness/Tidiness	10	9	
Attraction section is scoring: 4 Stars	90	75	83%
Catering			
25 Layout	10	6	
26 Menu Presentation	10	8	
27 Food Content and Service	10	7	
28 Attitude/Efficiency of Staff	10	8	
29 Appearance of Staff	10	9	
30 Ambience and Atmosphere	10	7	
31 Décor/Maintenance	10	8	
32 Cleanliness/Tidiness	10	8	
Catering section is scoring: 3 Stars	80	61	76%

Galleon Centre

	Available	Actual	
Retailing			
33 Layout	N/a		
34 Merchandise	N/a		
35 Presentation	N/a		
36 Décor/Maintenance	N/a		
37 Attitude/Efficiency of Staff	N/a		
38 Appearance of Staff	N/a		
39 Cleanliness/Tidiness	N/a		
Retailing section is scoring: Not Scored	0	0	N/a
Toilets			
40 Layout	10	8	
41 Fixtures and Fittings (range and provision)	10	8	
42 Décor/Maintenance	10	9	
43 Adequacy of Provision	10	8	
44 Cleanliness/Tidiness	10	9	
Toilets section is scoring: 4 Stars	50	42	84%

No Grade	Unacceptable	1% - 54%
1 Star	Acceptable	55% - 63%
2 Star	Good	64% - 70%
3 Star	Very Good	71% - 77%
4 Star	Excellent	78% - 84%
5 Star	Exceptional	85% - 100%

