




# YOU SAID WE DID Q4 / 2014-2015

June 2015

1. Three x YSWDs to be displayed on Plasma Screens in both LBH and HPC in same format as current ones.
2. Old ones to be removed
3. Images to be added alongside each YSWD on Plasma Screens

Wording for Request and Action Taken	IMAGE
<p><b>You Said:</b> Is there a more suitable place to store buggies as the café can get quite crowded?</p> <p><b>We Did:</b> We now have signs asking customers to store their buggies outside the café area next to reception.</p>	
<p><b>You Said:</b> We'd like our party buffet to stay out for longer</p> <p><b>We Did:</b> Environmental Health advise that, at public events, one hour is the recommended 'safe' time. However, this can be extended if the customer signs a disclaimer, so we now offer this option.</p>	
<p><b>You Said:</b> We were not notified that an event had been cancelled.</p> <p><b>We Did:</b> We have updated our procedures regarding notifying customers when events are cancelled. We now use a variety of communication methods including telephone, email, website, Facebook and signage in the venue itself.</p>	

## REMOVE FROM PLASMAS (JUNE 2015)

<b>LBH</b> (June 2013): Everything excellent!! However a cheap way of enhancing my experience would be to provide at least 2 daily papers	We now provide daily newspapers	<b>TO BE REMOVED</b>
<b>LBH</b> (September 2013): We would have preferred prices for set menus for example rather than individual portion prices	We now offer set menus within our catering pack.	<b>TO BE REMOVED</b>
<b>LBH</b> (November 2013): Would be great if there were some gluten-free products, etc. <i>(more than one comment re this)</i>	We now offer gluten-free bread and biscuits	<b>TO BE REMOVED</b>
<b>HPC</b> (October 2013): No soft drinks, water or anything available. Also comment re: basic facilities, have bar open or vending machine <i>(more than one comment received re this)</i>	We have arranged to have a couple of vending machines filled with soft drinks, water and snacks in the foyer area.	<b>REMOVED</b>