ARV Seminar Series

Aquatic facility operational management and customer satisfaction benchmarking Seminar

Don't miss this opportunity to gain a better understanding on how to use your key data. Operational management and customer satisfaction benchmark data can support aquatic facility managers and Councils to monitor and report on operational performance.

This two hour seminar will present data that has been collected over the years by the CERM PI® project at the University of South Australia (UniSA), in relation to a number of operational management areas, as well as key customer satisfaction benchmarks, including:

- **Services, finance, marketing, membership, staff, facility presentation, utilities usage** and **equipment.**
- **Customer satisfaction, service quality, problem resolution,** and **loyalty.**

* A Certificate of Participation will be issued to all those who attend this informative session.

Date & Time:	**Tuesday 21 September 2010 10.00am – 12.00pm**
Location:	**Aquatics & Recreation Victoria, Suite 9, Building 3, Unipark - Monash 195 Wellington Road, Clayton VIC 3168**
Cost (inc. morning tea):	**$40.00 (inc. GST)** – ARV / ALFA Member **$55.00 (inc. GST)** – Non Member

Registration Details

First Name: _____ **Last Name:** _____

Position: _____ **ARV / ALFA Member No:** _____

Organisation: _____

Postal Address: _____

Suburb: _____ **State / Postcode:** _____

Email: _____

Phone: _____ **Mobile:** _____

Special Requirements

Do you have any special requirements eg dietary? _____

Payment Details

Please make cheques payable to Aquatics & Recreation Victoria.
On completion, this form becomes a tax invoice. (ABN: 82051944564)

Payment Method ☐ Cheque ☐ Visa ☐ MasterCard

Card Number | | | | | | | | | | | | | | | | Expiry Date ____ / ____

Cardholders Name _____ Amount $ _____

Signature _____ Date _____

Please forward your registration together with payment by **Friday 10 September 2010** to Aquatics & Recreation Victoria, Suite 9, Building 3, Unipark – Monash, 195 Wellington Road, Clayton VIC 3168 or via fax to (03) 9545 0444.
Or if you wish to pay by Electronic Funds Transfer: BSB – 063011 Account Number – 10028679

** Places are limited, therefore please ensure you get your form in as soon as possible so you don't miss out **