



## SERVICE STANDARD WEST LoTHIAN COUNCIL'S POLKEMMET GOLF COURSE

### **Description of our Service:-**

To provide a quality golf course for all countryside visitors, providing tee-off times and tickets to enable play on the 9-hole course.

### **Our Customers are: -**

Visitors to West Lothian seeking formal recreation, having paid the appropriate site fee.

### **Our Business Address is:-**

Polkemmet Country Park, The Park Centre, Whitburn, West Lothian EH47 0AD

Tel: 01501 743905 Fax: 01501 744780 E-mail: [polkemmet@westlothian.gov.uk](mailto:polkemmet@westlothian.gov.uk) [www.beecraigs.com](http://www.beecraigs.com)

### **Availability of Golf Course:-**

Open all year, excluding 4 public holidays at Christmas/New Year.

*NB* The Greenkeeper may close the course at any time if the conditions of play are considered unsuitable.

#### *WINTER*

January, February, March & October (start first full week), November & December

Weekdays 08:40-16:15 Weekends 08:40-16:15

#### *SUMMER*

April (start first full week), May, June, July, August & September

Weekdays 06:40-21:30 Weekends 06:40-21:30

### **We will:-**

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service, ensuring opening times are displayed and that the Park Centre is open at its advertised times to provide tee-off times and issue tickets. The tee-off sheet will be maintained to enable orderly access to the 1<sup>st</sup>. tee.
- Deal courteously and fairly with all members of the community.
- Provide a 9-hole golf course which suits our customers' needs, upholding the Rules of the Course and Park Management Rules.
- Ensure that all buildings, premises and equipment are maintained in sound condition and fit for intended purpose.
- Promote opportunities for greater participation in the sport.
- Provide a range of golf sundries, confectionary and refreshments.
- Provide customers and staff with the opportunity to comment on our service and facilities to ensure continued enjoyment of this facility.
- Regularly evaluate and review performance and make the results available.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 80%.