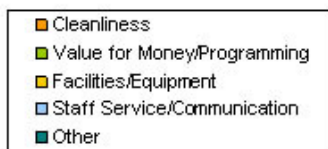
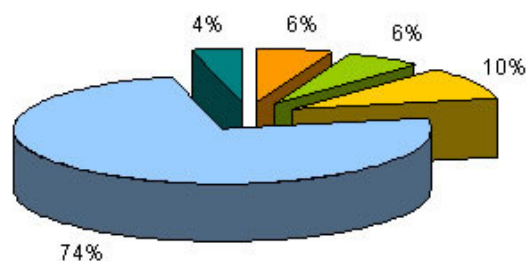




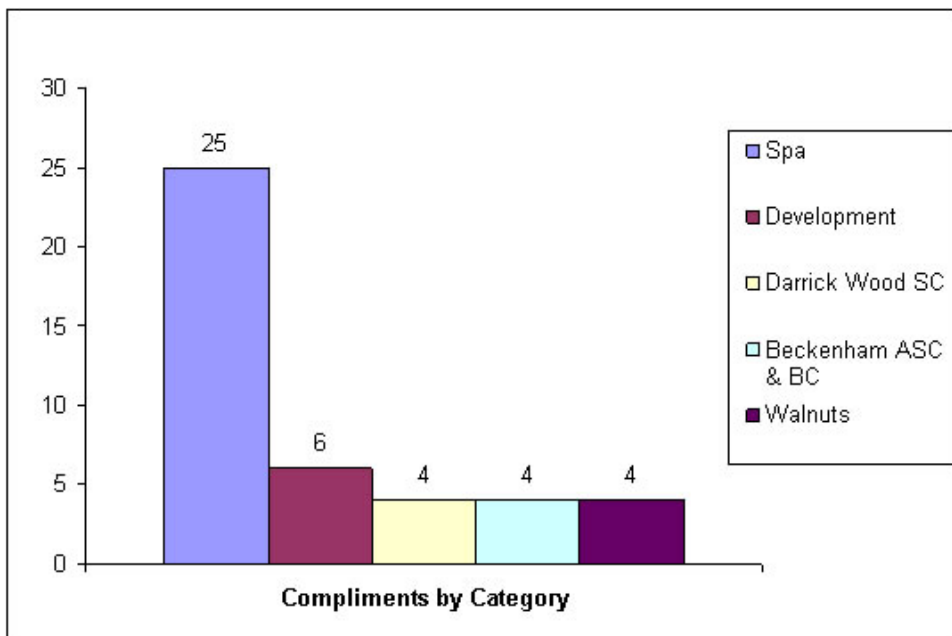
The League Table

	Centre/Service	Pts.	Total	Up/Down
=1	Spa at Beckenham	66	66	-
=1	Development	66	66	-
=3	Beckenham ASC	64	64	-
=3	Darrick Wood SC	64	64	-
5	Crofton Halls	62	62	-
=6	Beckenham Public Hall	36	36	-
=6	The Great Hall	36	36	-
=8	Darrick Wood Pool	35	35	-
=8	Langley Park SC	35	35	-
=8	Darwin SC	35	35	-
=8	Memberships	35	35	-
=8	One O'Clock Club	35	35	-
=8	West Wickham	35	35	-
14	Pavilion	33	33	-
15	Bromley ASC	25	25	-
16	Walnuts	11	11	-
=17	Orpington ASC	0	0	-
=17	Bromley Golf Centre	0	0	-
=17	Bromley Tennis Centre	0	0	-
=17	Adventure Kingdom	0	0	-
=17	High Elms Golf Course	0	0	-
=17	Priory SC	0	0	-

What are our customers complimenting us on?



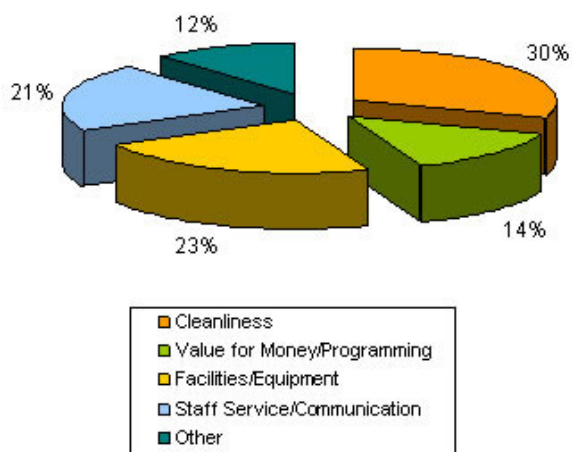
Compliment Top Scorers



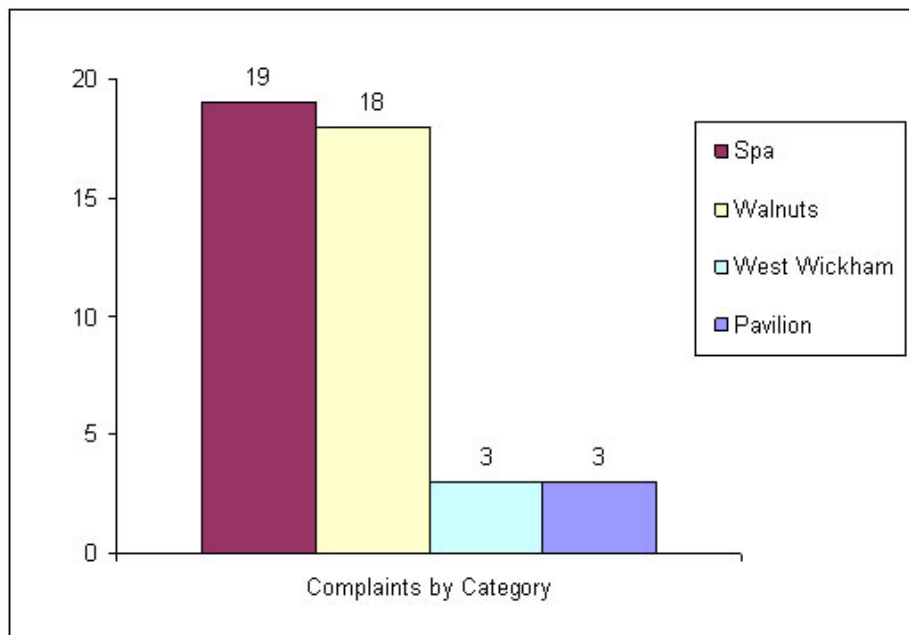
Main Types of Compliments

- Staff at the Spa

...and what are our customers complaining about?



Complaint Top Scorers



Main Complaints

- Cleanliness at the Walnuts.

Customer Quote of the month!!

Have a happy Christmas. I am so grateful for all your patience, efforts & help. One of these years we will be organised enough to send out Christmas cards. Could you thank all your staff? We Really Really Appreciate Everything The Spa Does For Us and Kate is a particular star. Quote from regular customer (Beckenham Swimming Club) at the Spa



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