2012 Monash Sport Customer Satisfaction Survey

How would you rate your level of enthusiasm when it comes to physical exercise?

- Highly Enthusiastic
- Enthusiastic
- Neutral
- Unenthusiastic
- Very Unenthusiastic

How likely would you be to recommend Monash Sport to a friend or colleague?

- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely

Your overall satisfaction level with Monash Sport

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

If you have reported a problem or issue to Monash Sport, how did you feel that matter was resolved?

- Not Applicable - I have never reported a problem or issue
- Excellent - Exceeded my expectation
- Good - Met my expectation
- Poorly - Did not meet my expectation

Overall Customer Satisfaction annual comparison

<table>
<thead>
<tr>
<th>Year</th>
<th>% Customer Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>81.2%</td>
</tr>
<tr>
<td>2011</td>
<td>82.8%</td>
</tr>
<tr>
<td>2012</td>
<td>81.8%</td>
</tr>
</tbody>
</table>

Survey Key and Notes:

Survey period = July 1 - August 17, 2012
Total number of respondents = 773

All graphs Y axis = percentage of respondents (with the exception of “Overall Customer Satisfaction annual comparison”).

Overall Customer satisfaction rating is calculated by the average response rating, converted to a percentage.