

**SMRT INACTIVE ACCOUNT EXIT SURVEY**

SMRT staff would like to know why you are discontinuing your participation with the City of Charleston Southern Marlins Racing Team.

Please answer the following questions so we can better serve existing members and your family in the future.

\* Please use the following values to rate each statement 1- Strongly disagree 2- Disagree 3 - Neutral 4 - Agree 5 - Strongly agree

1- My child received above average instruction in the sport of Swimming.

Comments:

2- The coaching staff was knowledgeable and able to deliver that knowledge to my swimmer.

Comments:

3- Staff was attentive to the needs of the swimmer as well as the parents.

Comments:

4- Staff was prepared and on time for daily practices.

Comments:

5- Team policies and procedures are easily understood and communicated to the membership.

Comments:

6- Booster Club Policies and Procedures are easily understood and communcated to the membership.

Comments:

7- Monthly training dues are reasonable and in line with services provided.

Comments:

8- Booster Club dues are reasonable and adequately used for the swimmers.

Comments:

9- Practice schedule times are convenient.

Comments:

10- Facilities including the pool are clean and open for all practices.

Comments:

11- Pool staff and front door customer service representitives are helpful and courteous.

Comments:

12- I would recommend SMRT to my friends.

TOTAL

DATE: \_\_\_\_\_  
POOL FACILITY \_\_\_\_\_  
NAME (OPTIONAL) \_\_\_\_\_

Please email to [swimsmt@aol.com](mailto:swimsmt@aol.com) or mail to SMRT P.O. Box 21240 Charleston, SC. 29403

Additional comments appreciated: