

# Our Promise to you

**CUSTOMER SERVICE GUARANTEED**

**Glasgow Science Centre is a VisitScotland 5-star visitor attraction and educational charity. We are very proud of this and want to make sure we live up to this standard for you during your visit. Here's what we promise to deliver.**

#### **Enthusiastic and knowledgeable staff always available to assist you in a welcoming and hospitable atmosphere**

All the members of the Glasgow Science Centre will be welcoming, ready to help you enjoy your visit, polite, professional and approachable. We are pleased to see you and you'll be greeted with a smile and some words of welcome. We will be knowledgeable about what's going on during your visit, ready to answer your questions and be able to make suggestions so you get the best out of your time. We'll be passionate about the programme of activities and the science on display. If we don't know the details or the answers to any reasonable question, we'll make it our personal responsibility to find out and let you know.

#### **An exciting interactive and informative visit showcasing science**

You can expect a large number of interesting and contemporary interactive displays and exhibitions. These will be well maintained, attractive and accessible. Our standard is to have a combination of at least 5 different activities, shows and workshops available every day. These will offer great fun and an opportunity to learn about science. Our aim is 98% of exhibits working at any time and to replace or refresh approximately 30% of the exhibition space every 18 months.

#### **A smooth, well managed operation with your experience at the centre of it**

We aim to operate professionally and to run the business with you at the centre of it. Specifically we will always try to minimise queuing time, ensure that we have a suitable number of well trained, knowledgeable and effective staff available in every part of the building, that signage and information is accurate and consistent and that details about shows, schedules and changes to programmes are quickly and effectively provided to you.

#### **A safe, clean and pleasant environment designed to be inspirational and fun**

We keep the building clean and inspect areas of heavy use every 60 minutes to ensure high standards. Our staff will always respond to reports of spills or accidents immediately to ensure a quick and safe clean-up. We comply with all legislation relating to health and safety and expect you to play your part by taking care of your own safety and that of others around you. We design the exhibits to provide hands-on fun and to inspire you to think about the science behind them.

#### **Performance information available to all**

We make performance information publicly available on our website and other channels so that you can see how we are doing in meeting these targets. Additionally we will outline how we are responding to feedback regarding our products and services.

#### **Easy ways to tell us what you think**

All people who work here are happy to help on the day of your visit and welcome hearing about your experience. We love to hear that you had fun and we lived up to the promise, but also like to hear if things have not worked out, as it gives us a chance to put them right there and then. If you do have a complaint we'll do our best to deal fairly with you and to reach a conclusion that is reasonable for both sides. As well as speaking to us at the time

#### **you can:**

- Ask to **speak to a duty manager**
- Email us on [feedback@glasgowsciencecentre.org](mailto:feedback@glasgowsciencecentre.org)
- Fill in a **feedback form**
- Speak to us by phone on **0141 420 5000**



**Play for the day**  
learn for a lifetime at

