

FERMANAGH TOURIST INFORMATION CENTRE



Find Out More...

FIND YOURSELF IN
Fermanagh

FERMANAGH TOURIST INFORMATION CENTRE

HOW TO FIND US



OPENING HOURS

Monday to Friday	
Throughout the year	9.00am to 5.30pm
July & August	9.00am to 7.00pm
Saturday	
Easter to September	10.00am to 6.00pm
Sunday	
Easter to September	11.00am to 5.00pm
Saturday	
October	10.00am to 2.00pm
Sunday	
October	10.00am to 2.00pm
Bank Holidays (UK)	
	10.00am to 5.00pm

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CONTACT DETAILS

Fermanagh Tourist Information Centre, Wellington Road,
Enniskillen, Co Fermanagh BT74 7EF
Tel: **028 6632 3110** | Fax: **028 6632 5511**
E-Mail: tic@fermanagh.gov.uk
Website: www.fermanagh.gov.uk

BUSINESS REPLY SERVICE
Licence No BEL 2164

Miss Charlotte Wilson
Executive Officer Visitor Services
Fermanagh Tourist Information Centre
Wellington Road
ENNISKILLEN
BT74 7EF



FIND OUT WHO WE ARE & WHAT WE DO

The Fermanagh Tourist Information Centre welcomes you to Fermanagh. We want to make your visit perfect. The Centre is run by Fermanagh District Council and is also a member of the Northern Ireland Tourist Board TIC Network.

Visit us for expert advice and ideas.
We can help in the following ways:

- Tourist Information – local and national
- Accommodation reservations – Ireland and UK
- Following methods of payment accepted – Cash (Sterling and Euro Notes) Cheque, Access, Eurocard, Mastercard, Switch and Visa
- Postage, Fax and Photocopying service
- Distribution of literature and event promotion for local Industry
- Services for schools – literature packs for projects, presentations in-house or on site
- Tour Guide Services (by prior arrangement)
- Multi Lingual Staff
- Answering service and after hours information
- Access for disabled users
- Toilets and baby changing facility
- Free and Convenient Parking

We also provide a range of information services for locals and for members of the tourism industry.
We value your opinion – please complete the comments section at the back of this leaflet.

FIND OUT HOW TO COMPLAIN IF YOU ARE NOT HAPPY

If you are not happy with any aspect of the service provided by the Fermanagh Tourist Information Centre or if you feel that standards are not being met, please speak to the person providing the service or Charlotte Wilson, Executive Officer Visitor Services, based at the Centre. Detailed information on our Complaints Policy is available.

If your complaint is not about tourist office services, we can also provide a confidential channel for complaints relating to other tourist providers in the area.

FIND OUT HOW YOU CAN CONTACT US

Please feel free to telephone, write, fax, email or visit our centre. Contact details are listed at the back of this leaflet. Outside office hours information can be obtained from window panels and a 24 hour touch screen system at the Centre, from the Reception at the Lakeland Forum Leisure Centre adjacent to the tourist office or from the Council website on www.fermanagh.gov.uk.

FIND OUT WHAT YOU CAN EXPECT WHEN YOU CONTACT US

Friendly and Enthusiastic Staff will always aim to:

- **Be courteous, considerate, impartial and provide you with clear, accurate and up to date information**
- **Wear lapel badges indicating name**
- **Use agreed greeting and aim to answer at least 90% of telephone calls within 15 seconds of the first ring and provided message leaving facility during non-office hours**
- **Respond to or acknowledge at least 90% of all letters, faxes and emails within 3 working days, providing the name of the staff member dealing with the enquiry. If we need to forward you correspondence to another department or agency, we will do so immediately and notify you of this course of action**
- **Attend to visitors at reception within 5 minutes**

We will also:

- Maintain an attractive, orderly and safe environment for customers and staff alike which is fully accessible to everyone
- Ensure that all customers, whether visitors or local residents, equally receive the same consistent and high standard of service when they contact us
- Issue business cards for follow-up enquiries
- Make available comments/complaint forms at all times and actively encourage visitors to make suggestions to improve the service provided
- Respect customers' needs for privacy/confidentiality and make an office available, on request, to those who require a private consultation
- The standards highlighted in bold are those which the visitor has a right to expect. The remaining standards are targets.

HELP US TO FIND OUT HOW WE CAN IMPROVE OUR SERVICE

Please write your comments here

What aspect of using a TIC is the most important to you:

How can we improve upon our service standards?

Please tick the appropriate indicator to record your views.

	Excellent	Good	OK	Poor	Very Poor
Waiting and Response Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Degree of sensitive and fair treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Impression of Facility/Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you find this leaflet clear and helpful? Yes No
If not, why not?

Other comments

Name and Contact Details
