Chester le Street Golf Club Membership Survey

We would appreciate if you could spare a few minutes to complete this survey to help improve our service to you.

Your input is vital to help our great Club move even further forward

Type of Mem Full Playing/5		/Social	/ /Youth/Ju	nior/Country/0	Oth	er:		••••••	•••••		
Male □	Femal	le 🗆									
1. Your Play	_										
On average, h	now o	ften do	you play at	Chester le Stre	et	Golf Club?					
More than twice a		Once or	twice a week	Once a fortnight		Once a m	onth	Less t	han once a month		
2. How ofter	n do y	ou play	in Compet	itions?							
Once a weel	k	Once	a fortnight	Once a month		Less than once	e a month		Never		
3. What wou			you to pla	y in more Com		titions?	n holos		Other		
iviore varied it	Jillat		comps	comps	u	wiore mine		Other			
			·	•							
4. What is you afternoon (a	•	ening (, , , ,	lay? Please ind		ite morning	g (m)	NV.	Friday		
Saturday	Jana	<u> </u>	Wienaay	lucsuay	Treamesday Imaisday Imaay						
5. How ofter	n do y	ou use	the Clubho	use facilities?							
Once a weel	k	Once	a fortnight	Once a month	month Less than once a month Never						
What would inf	fluence	you to u	se more ofte	n?							

o. nave yo	d had any gon lessons with our Gon Professionals in the last year?
Yes □	No 🗆
Would you	look to book lessons in the next 12 months?
Yes □	No □
What wou	ld you like to see offered from our Professional?
•••••	
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7. Your Club Facilities:

Please provide feedback on the following areas:

	Excellent	Good	Fair	Poor
Golf Course				
Tees				
Fairways				
Rough				
Bunkers				
Greens				
Practice Facilities				
Quality of Course Signage				
Condition of Course overall				
Availability of members' tee times				
Greens run off areas				
Clubhouse				
Changing Rooms				
Clubhouse				
Overall cleanliness				
Systems/Technology				
Catering				
Quality of food				
Value for money				
Menu variety				
Availability				
Pro Shop				
Professionalism				
Product knowledge				
Range of stock				
Price				
-				

Exterior appearance				
Parking				
Dress Code				
Family friendly				
Overall value for money				
Any additional comments				
8. Your Feedback: Tell us how we can improve your Club:				
a) Course				
b) Clubhouse bar				
c) Clubhouse catering				
d) Practice Facilities				
If a limited amount of cash was available (would be best invested on club facilities?	(e.g., up to £2	0,000) wher	e would yo	u suggest it

Overall Clubhouse

Interior Decor

9. How is the club doing in providing social events for members?										
Did you attend any of the non-golfing social events when held: Yes \square No \square If you ticked no - What prevented you from attending?										
What, if anything, would attract you to attend future e	ven	ts?.								
If you ticked yes – How could we improve the event?			•••••				• • • • • • •			
Is there a different style/type of event you would like t	o se	e ar	nd w	/hic	h yc	u w	oul	d at	tend	Ι?
10. New Member Recruitment: Amongst other initiati Get-Member" referral scheme, whereby current m introducing new members – what would you like t	nem	ber ee o	s ar	e re ed?	war	ded	l for			
1111 lease answer the following questions with a tick	_			,		_			_	ı
How likely would you be to recommend your club to a friend/colleague?	1	2	3	4	5	6	7	8	9	10
How do you rate your overall satisfaction for the whole time you spend at the club?										
How do you rate your club regarding the overall membership fee we charge relating to what we deliver in value for money?										
How do you rate your club regarding the presence of key staff around the club?										
Please rate your club regarding the courtesy shown by the staff?										
How do you rate your club regarding the off-course service delivered by Food staff?										
How do you rate your club regarding the off-course service delivered by Beverages staff?										
Please rate your golf club regarding opening hours of the golf shop?										
Please rate your golf club regarding opening hours of the bar?										

Please rate your golf club regarding opening hours of the kitchen?					
How do you rate your golf club regarding communication of course closures and weather?					
Please rate your golf club regarding our ability to communicate with you?					
How do you rate practice facilities?					
How do you rate communication generally, i.e., website, minutes etc					

To assist with analysis, we would be grateful for the below:

Name: (optional)
Email: (optional)
Age (optional)
Post Code
ength of Membership

Please use overleaf if space is limited for your replies. Please also provide any other comments or suggestions.

Thank you for taking the time to complete this questionnaire, its much appreciated.

Please leave all completed questionnaires in the mail box provided in bar **no later than 31 October 2023**. Alternatively, they can be forwarded by email to Neil Cuthbert,

<u>clsgctreasurer@gmail.com</u>

All responses will be confidential and will be used to inform an improvement programme based on Members needs.