Member Survey

Please return to the bar no later than May 5, 2001

Thank you for your input!

The Board of Directors is committed to responding to the needs and concerns of its members as it makes decisions regarding the current operations and future plans for the Club. Replies will be held in confidence, so please feel free to comment on any of your responses or on our questions.

Your Name: ______

Please indicate with checkmarks (\mathbf{M}) the leagues you regularly curl in:

| Monday | Tuesday |
|-----------------------------|----------------------|
| Wednesday | Thursday |
| Mixed League | Daytime League |
| Sunday Instructional League | Sunday Family League |

A. Facilities

1. Lounge

a) The Curling Club has allocated funds towards the ongoing upkeep and improvement of the facilities. Do you think the following areas need to be improved?

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|----------------------|-------------------|-------|---------|----------|----------------------|
| New lounge tables | 1 | 2 | 3 | 4 | 5 |
| Renovate bar | 1 | 2 | 3 | 4 | 5 |
| Paint the walls | 1 | 2 | 3 | 4 | 5 |
| New furniture | 1 | 2 | 3 | 4 | 5 |
| Other: | 1 | 2 | 3 | 4 | 5 |

Comments:

2. Bar

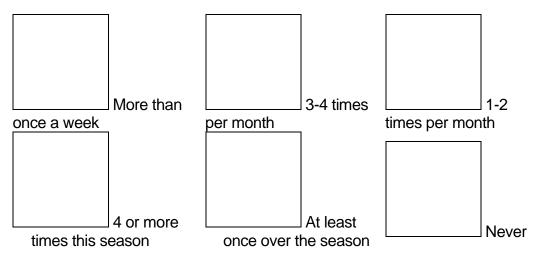
a) How satisfied were you with the following aspects of bar operations?

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-----------|-------------------|-----------|---------|--------------|----------------------|
| Selection | 1 | 2 | 3 | 4 | 5 |
| Prices | 1 | 2 | 3 | 4 | 5 |
| Service | 1 | 2 | 3 | 4 | 5 |
| Overall | 1 | 2 | 3 | 4 | 5 |

| Did you sign up | o for the new | chit system? | ? | | |
|--------------------|-----------------|---------------|-----------------|----------------------|--|
| ☐ Yes | | | | | |
| | No | answe | - | er not to | |
| | н | | | | |
| lf yes, please in | idicate your s | atistaction w | with the systen | 1: | |
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | |
| 1 | 2 | 3 | 4 | 5 | |
| | | | 4 | | |
| Comments: | | | | | |
| | | | | | |
| Comments: | ny particular r | | | | |
| | ny particular r | | | | |
| | ny particular r | | | | |
| | ny particular r | | | | |
| | ny particular r | | | | |
| | | eason why i | not? | | |
| If no, is there ar | | eason why i | not? | | |
| If no, is there ar | | eason why i | not? | | |
| If no, is there ar | | eason why i | not? | | |

3. Kitchen

a) On average, how often did you purchase a meal from the kitchen during the past curling season?



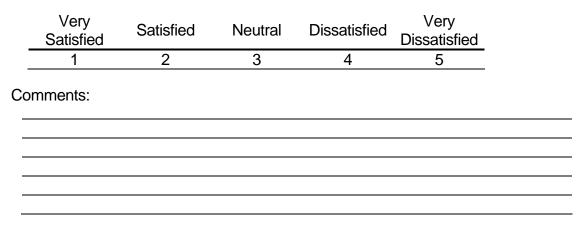
b) How satisfied were you with the following?

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-----------|-------------------|-----------|---------|--------------|----------------------|
| Selection | 1 | 2 | 3 | 4 | 5 |
| Quality | 1 | 2 | 3 | 4 | 5 |
| Prices | 1 | 2 | 3 | 4 | 5 |
| Service | 1 | 2 | 3 | 4 | 5 |
| Hours | 1 | 2 | 3 | 4 | 5 |
| Overall | 1 | 2 | 3 | 4 | 5 |

Comments:

4. Ice

a) How satisfied were you with the ice conditions this season?



5. Further renovations

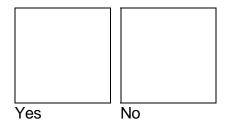
a) Do you think the following areas need to be improved?

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|------------------------|-------------------|-------|---------|----------|----------------------|
| Men's washroom | 1 | 2 | 3 | 4 | 5 |
| Lower viewing area | 1 | 2 | 3 | 4 | 5 |
| Upper viewing area | 1 | 2 | 3 | 4 | 5 |
| Kitchen | 1 | 2 | 3 | 4 | 5 |
| Parking lot | 1 | 2 | 3 | 4 | 5 |
| Women's locker room | 1 | 2 | 3 | 4 | 5 |
| Men's locker room | 1 | 2 | 3 | 4 | 5 |

Comments:

6. Pro Shop

a) Over the curling season, did you purchase anything from the pro shop?



b) How satisfied were you with the following?

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-----------|-------------------|-----------|---------|--------------|----------------------|
| Selection | 1 | 2 | 3 | 4 | 5 |
| Quality | 1 | 2 | 3 | 4 | 5 |
| Prices | 1 | 2 | 3 | 4 | 5 |
| Service | 1 | 2 | 3 | 4 | 5 |
| Hours | 1 | 2 | 3 | 4 | 5 |
| Overall | 1 | 2 | 3 | 4 | 5 |

Comments:

7. Smoking

a) Do you think the Curling Club should ban all types of smoking?

| _ | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|-------------------|-------|---------|----------|----------------------|
| | 1 | 2 | 3 | 4 | 5 |

b) Do you think the Curling Club should just ban pipe and cigar smoking?

| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|-------------------|-------|---------|----------|----------------------|
| 1 | 2 | 3 | 4 | 5 |

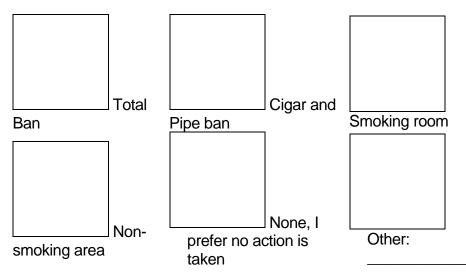
c) Do you think the Club should create a 'smoking room'?

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|-------------------|-------|---------|----------|----------------------|
| _ | 1 | 2 | 3 | 4 | 5 |

d) Do you think the Club should designate a portion of the lounge as non-smoking?

| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|-------------------|-------|---------|----------|----------------------|
| 1 | 2 | 3 | 4 | 5 |

e) Of these proposals, which do you prefer?



f) Of each of the proposals, how would they affect the amount of time you spend at the Club?

| | I would spend considerably more time | l would spend somewhat more time | No effect | I would spend somewhat less time | l would spend considerably less time |
|-------------------------|---|---|-----------|---|---|
| Total ban | 1 | 2 | 3 | 4 | 5 |
| Ban only cigars pipes | 1 | 2 | 3 | 4 | 5 |
| Smoking room | 1 | 2 | 3 | 4 | 5 |
| Non- smoking area | 1 | 2 | 3 | 4 | 5 |
| Other | 1 | 2 | 3 | 4 | 5 |

| Comme | ents: | | | |
|-----------|--------|------------|--------|--|
| g) Do you | smoke? | | | |
| | | | | |
| | | I prefer r | not to | |

answer

h) Do you have any further comments on this subject?

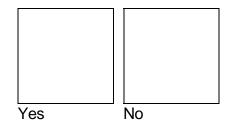
No

Leagues Β.

Yes

1. **Admittance**

a) Did you gain admittance to all the leagues that you signed up for this season?



b) How satisfied were you with the sign up policy?

| _ | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|-------------------|-----------|---------|--------------|----------------------|
| _ | 1 | 2 | 3 | 4 | 5 |

Comments:

2. Weekly play

a) How satisfied were you with the following?

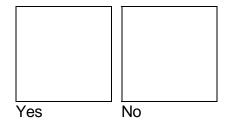
| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---------------------|-------------------|-----------|---------|--------------|----------------------|
| Sparing policy | 1 | 2 | 3 | 4 | 5 |
| Game times | 1 | 2 | 3 | 4 | 5 |
| Scheduling | 1 | 2 | 3 | 4 | 5 |
| Slow play policy | 1 | 2 | 3 | 4 | 5 |
| Tie game resolution | 1 | 2 | 3 | 4 | 5 |
| Having byes | 1 | 2 | 3 | 4 | 5 |
| Other: | 1 | 2 | 3 | 4 | 5 |

Comments:

C. Events

1. New Years Eve

a) Did you attend the New Year's Eve party?



If yes, please indicate your satisfaction with the party:

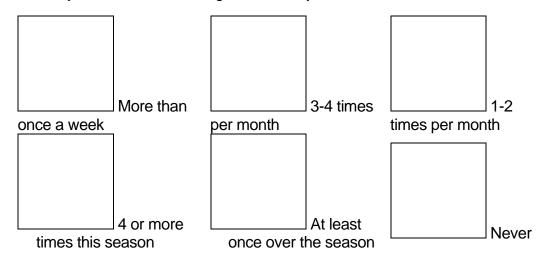
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-------------------|-----------|---------|--------------|----------------------|
| 1 | 2 | 3 | 4 | 5 |

If no, is there any particular reason why not?

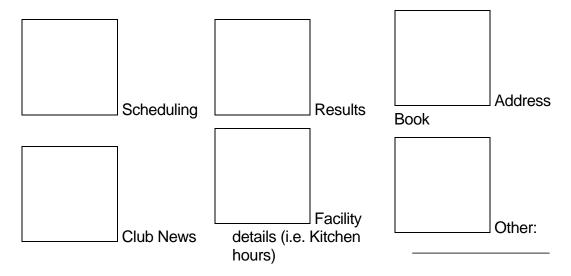
D. Communication

1. Website

a) How many times over the curling season did you visit the website?



b) Most often, what kind of information were you looking for?

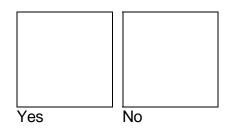


c) Is there anything you'd like to see added to the website?

d) Any other comments about the website?

2. Email

a) Are you subscribed to our email newsletter?



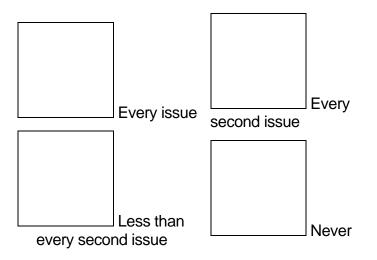
If yes, please indicate your satisfaction with the content:

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-------------------|-----------|---------|--------------|----------------------|
| 1 | 2 | 3 | 4 | 5 |

Other comments?

3. Newsletter

a) About how many times did you pick up and read the newsletter during the season?



b) If you've read it, how satisfied were you with the content?

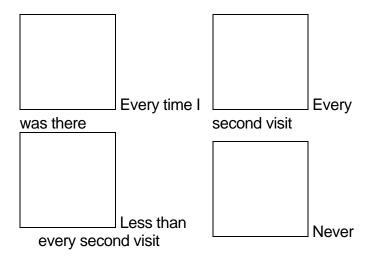
| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|-------------------|-----------|---------|--------------|----------------------|
| _ | 1 | 2 | 3 | 4 | 5 |

Other comments?

4. Bulletin Boards

a) About how many times did you look at the general information bulletin boards during the season?

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b) If you've perused the boards, how satisfied were you with the content?

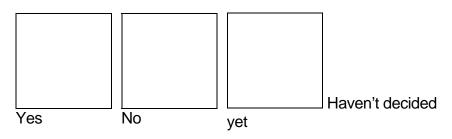
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-------------------|-----------|---------|--------------|----------------------|
| 1 | 2 | 3 | 4 | 5 |

Other comments?

E. General

1. Retention

a) Do you plan to rejoin the Curling Club next year?



Comments:

F. Final comments

If you have any additional comments, please enter them here.

Thank you for responding.