

# Member Survey

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

Thank you for your input!

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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 (  ) 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:

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### 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

Comments:

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b) Did you sign up for the new chit system?

Yes

No

answer

I prefer not to

If yes, please indicate your satisfaction with the system:

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

Comments:

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If no, is there any particular reason why not?

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c) Do you have any further comments on the bar?

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### 3. Kitchen

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

<input style="width: 100px; height: 80px;" type="text"/> More than once a week	<input style="width: 100px; height: 80px;" type="text"/> 3-4 times per month	<input style="width: 100px; height: 80px;" type="text"/> 1-2 times per month
<input style="width: 100px; height: 80px;" type="text"/> 4 or more times this season	<input style="width: 100px; height: 80px;" type="text"/> At least once over the season	<input style="width: 100px; height: 80px;" type="text"/> Never

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:

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4. Ice

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

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

Comments:

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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:

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## 6. Pro Shop

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

Yes	No

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:

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## 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?

<input type="checkbox"/>	Total	<input type="checkbox"/>	Cigar and	<input type="checkbox"/>
Ban		Pipe ban		Smoking room
<input type="checkbox"/>	Non-	<input type="checkbox"/>	None, I	<input type="checkbox"/>
smoking area		prefer no action is	taken	Other: _____

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	I would spend somewhat more time	No effect	I would spend somewhat less time	I 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

Comments:

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g) Do you smoke?

Yes

No

answer

I prefer not to

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

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## B. Leagues

### 1. Admittance

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

Yes

No

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

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



Comments:

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## 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:

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## C. Events

### 1. New Years Eve

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

Yes

No

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?

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## D. Communication

### 1. Website

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

More than  
once a week

3-4 times  
per month

1-2  
times per month

4 or more  
times this season

At least  
once over the season

Never

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

<input type="checkbox"/>	Scheduling	<input type="checkbox"/>	Results	<input type="checkbox"/>	Address
<input type="checkbox"/>	Club News	<input type="checkbox"/>	Facility details (i.e. Kitchen hours)	<input type="checkbox"/>	Book
				<input type="checkbox"/>	Other: _____

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

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d) Any other comments about the website?

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## 2. Email

a) Are you subscribed to our email newsletter?

<input type="checkbox"/>	<input type="checkbox"/>
Yes	No

If yes, please indicate your satisfaction with the content:

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

Other comments?

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### 3. Newsletter

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

<input type="checkbox"/>	Every issue	<input type="checkbox"/>	Every second issue
<input type="checkbox"/>	Less than every second issue	<input type="checkbox"/>	Never

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?

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### 4. Bulletin Boards

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

<input style="width: 80px; height: 80px;" type="checkbox"/> was there	Every time I second visit	<input style="width: 80px; height: 80px;" type="checkbox"/> second visit	Every
<input style="width: 80px; height: 80px;" type="checkbox"/> every second visit	Less than	<input style="width: 80px; height: 80px;" type="checkbox"/> Never	

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?

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## E. General

### 1. Retention

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

<input style="width: 80px; height: 80px;" type="checkbox"/> Yes	<input style="width: 80px; height: 80px;" type="checkbox"/> No	<input style="width: 80px; height: 80px;" type="checkbox"/> yet	Haven't decided
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Comments:

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## F. Final comments

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

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Thank you for responding.