

2013 Member Survey Results

1. Overall, how satisfied are you with your member experience at River Strand Golf & Country Club?

Very Satisfied	136	65%
Somewhat Satisfied	60	28%
Neutral	11	5%
Somewhat Dissatisfied	3	1%
Total number of replies:	210	

2. How likely would you be to recommend membership at River Strand to a friend or colleague?

Extremely Likely	149	76%
Neutral	44	22%
Not at all Likely	4	2%
Total number of replies:	197	

GOLF DEPARTMENT:

1) Is the Golf staff (shop, carts, starters, rangers) friendly and helpful?

Poor	2	1%
Average	6	3%
Good	35	17%
Excellent	139	68%
Not Applicable	23	11%
Total number of replies:	205	

2) Please, rate the GOLF PRO SHOP staff.

Poor	2	1%
Average	8	4%
Good	44	20%
Excellent	139	64%
Not Applicable	23	11%
Total number of replies:	216	

3) Please, rate the CART ATTENDANT staff.

Poor	2	1%
Average	7	3%
Good	44	22%
Excellent	124	61%

Not Applicable	26	13%
Total number of replies:	203	
4) Please, rate the STARTERS and RANGERS staff.		
Poor	1	0.5%
Average	16	8%
Good	44	21%
Excellent	120	58%
Not Applicable	25	12%
Total number of replies:	206	
5) Please, rate the level of service from the professional staff in regards to lessons and clinics?		
Unsatisfactory	1	0.5%
Average	4	2%
Good	27	13%
Excellent	87	43%
Not Applicable	85	42%
Total number of replies:	204	
6) Do you find the display and selection of Golf Shop merchandise to be acceptable?		
Poor	3	2%
Average	31	15%
Good	93	46%
Excellent	57	28%
Not Applicable	20	10%
Total number of replies:	204	
7) Are you satisfied with the amount of golf events offered?		
Yes	145	70%
No	10	5%
Not Applicable	53	25%
Total number of replies:	208	
8) How would you rate your overall golf experience?		
Poor	1	0.5%
Average	10	5%
Good	53	26%

Excellent	116	56%
Not Applicable	26	13%
Total number of replies:	206	
9) How often do you play golf at the Club?		
1-3 times a week	106	57%
4-5 times a week	22	12%
1-3 times a month	12	6%
Less than 10 times a year	29	16%
Never	18	10%
Total number of replies:	187	
FOOD AND BEVERAGE DEPT.:		
1) Is the Restaurant staff friendly and helpful?		
Unsatisfactory	1	0.5%
Poor	2	1%
Average	17	8%
Good	69	33%
Excellent	119	57%
Not Applicable	2	1%
Total number of replies:	210	
2) How often do you dine at the Club?		
1-3 times a week	86	44%
4-5 times a week	13	6%
1-3 times a month	41	21%
4-5 times a month	14	7%
8-12 times a month	1	0.5%
Few times a year	40	20%
Never	2	1%
Total number of replies:	197	
3) Does the quality of the food meet your expectations for Lunch?		
Unsatisfactory	2	1%
Poor	4	2%
Average	33	16%
Good	76	37%

Excellent	87	42%
Not Applicable	3	1%
Total number of replies:	205	
4) Does the quality of the food meet your expectations for Dinner?		
Unsatisfactory	2	1%
Poor	11	5%
Average	44	21%
Good	72	35%
Excellent	61	30%
Not Applicable	16	8%
Total number of replies:	206	
5) Are the servers attentive and available when needed?		
Poor	8	4%
Average	31	15%
Good	67	33%
Excellent	96	47%
Not Applicable	2	1%
Total number of replies:	204	
6) How would you rate the timeliness of the food service?		
Unsatisfactory	5	2%
Poor	27	13%
Average	46	23%
Good	73	36%
Excellent	50	25%
Not Applicable	3	1%
Total number of replies:	204	
7) Do the menus offer enough variety?		
Poor	13	6%
Average	54	26%
Good	86	42%
Excellent	53	26%
Not Applicable	1	0.5%
Total number of replies:	207	

8) Do you feel there is enough Management presence on the floor during dining hours?		
Unsatisfactory	5	2%
Poor	17	8%
Average	47	23%
Good	75	37%
Excellent	48	24%
Not Applicable	12	6%
Total number of replies:	204	
GREENS AND LANDSCAPING: 1) Please, rate the putting greens at River Strand Golf & Country Club.		
Average	1	0.5%
Good	25	12%
Excellent	157	77%
Not Applicable	22	11%
Total number of replies:	205	
2) Please, rate the playing surfaces at River Strand, such as trees, fairways, roughs, etc.		
Good	32	16%
Excellent	147	72%
Not Applicable	25	12%
Total number of replies:	204	
3) Please, rate the playability of the sand traps on the golf course.		
Poor	10	5%
Average	31	15%
Good	70	34%
Excellent	65	32%
Not Applicable	28	14%
Total number of replies:	204	
4) Please, rate the Golf Maintenance staff interaction while playing at River Strand.		
Poor	2	1%
Average	13	6%
Good	49	24%
Excellent	104	50%
Not Applicable	38	18%

Total number of replies:	206	
5) Please, rate the aesthetics of roadways and Clubhouse landscaping within the River Strand community.		
Unsatisfactory	3	1.5%
Poor	3	1.5%
Average	9	4%
Good	43	21%
Excellent	149	72%
Total number of replies:	207	
CONCESSION DEPT. (TIKI BAR & BEVERAGE CART):		
1) Is the Tiki Bar staff friendly and helpful?		
Unsatisfactory	1	0.5%
Poor	2	1%
Average	10	5%
Good	46	22%
Excellent	110	53%
Not Applicable	38	18%
Total number of replies:	207	
2) Is the Beverage Cart staff friendly and helpful?		
Unsatisfactory	1	0.5%
Average	7	3%
Good	49	24%
Excellent	112	55%
Not Applicable	35	17%
Total number of replies:	204	
3) Have you been waited on in a timely manner?		
Unsatisfactory	2	1%
Poor	3	1.5%
Average	19	9%
Good	70	34%
Excellent	84	41%
Not Applicable	25	12%
Total number of replies:	203	

4) Does the quality of the food meet your expectations for lunch?		
Unsatisfactory	3	1.5%
Poor	8	4%
Average	35	17%
Good	73	35%
Excellent	54	26%
Not Applicable	33	16%
Total number of replies:	206	

ADMINISTRATION AND CLUBHOUSE:

1) Is the front desk staff friendly and helpful upon your arrival at the Club?		
Poor	10	5%
Average	26	13%
Good	63	30.5%
Excellent	98	47.5%
Not Applicable	9	4%
Total number of replies:	206	

2) Is the front desk staff knowledgeable about activities and events?		
Poor	6	3%
Average	20	10%
Good	75	37%
Excellent	87	43%
Not Applicable	16	8%
Total number of replies:	204	

3) Is the staff helpful when you call on the phone?		
Poor	5	2.5%
Average	23	11%
Good	56	27.5%
Excellent	101	50%
Not Applicable	19	9%
Total number of replies:	204	

4) Are your calls to the front desk returned in a timely manner?		
Unsatisfactory	1	0.5%
Poor	5	2%

Average	12	6%
Good	44	21.5%
Excellent	77	38%
Not Applicable	66	32%
Total number of replies:	205	
5) Do you currently visit the Club's website?		
Yes	154	77%
No	46	23%
Total number of replies:	200	
6) Do you feel that the website content is helpful?		
Poor	6	3%
Average	20	10%
Good	86	42%
Excellent	51	25%
Not Applicable	40	20%
Total number of replies:	203	
7) How would you rate the overall appearance and cleanliness of the Clubhouse?		
Average	3	1.5%
Good	33	16%
Excellent	167	81%
Not Applicable	2	1%
Total number of replies:	205	
8) How would you rate the Fitness facility?		
Unsatisfactory	2	1%
Poor	2	1%
Average	21	10%
Good	79	38%
Excellent	69	33%
Not Applicable	34	16%
Total number of replies:	207	
9) How would you rate the Clubhouse Pool facilities?		
Poor	1	0.5%

Average	5	2%
Good	55	27%
Excellent	118	57%
Not Applicable	28	14%
Total number of replies:	207	

TENNIS DEPARTMENT:

1) Is the Tennis staff friendly and helpful?

Good	6	3%
Excellent	33	17%
Not Applicable	161	81%
Total number of replies:	200	

2) Please, rate the quality of the tennis courts and facility?

Good	5	3%
Excellent	41	21%
Not Applicable	152	77%
Total number of replies:	198	

3) Please, rate the level of service from the professional staff in regards to lessons and clinics.

Good	3	1%
Excellent	23	12%
Not Applicable	170	87%
Total number of replies:	196	

4) Please, rate the quality of the merchandise offered in the Tennis Pro Shop.

Poor	3	1%
Average	4	2%
Good	13	7%
Excellent	7	4%
Not Applicable	169	86%
Total number of replies:	196	

5) Are you satisfied with the amount of the events offered to the Tennis Members?

Yes	27	14%
Not Applicable	170	86%
Total number of replies:	197	

7) Are you satisfied with the Morning Doubles program?		
Yes	20	10%
Not Applicable	178	90%
Total number of replies:	198	
PROPERTY MANAGEMENT:		
1) How would you rate your experience with the Property Manager Steve Gill?		
Unsatisfactory	2	1%
Poor	2	1%
Average	23	11%
Good	57	28%
Excellent	50	24%
Not Applicable	71	35%
Total number of replies:	205	
2) If you have a lawn, how would you rate the quality of your landscape and its maintenance?		
Unsatisfactory	1	0.5%
Poor	6	3%
Average	17	8%
Good	39	19%
Excellent	70	34%
Not Applicable	71	35%
Total number of replies:	204	
3) If you don't have a yard, how would you rate the quality and maintenance of your building's landscape?		
Poor	3	1.5%
Average	8	4%
Good	37	20%
Excellent	42	22%
Not Applicable	99	52%
Total number of replies:	189	
DEPARTMENT HEADS:		
1) Please rate your General Manager - Wes Miller.		
Unsatisfactory	1	0.5%

Poor	3	1.5%
Average	12	6%
Good	59	30%
Excellent	121	62%
Total number of replies:	196	
2) Please rate your Head Golf Professional - Corey Pion.		
Poor	4	2%
Average	14	7%
Good	58	31%
Excellent	113	60%
Total number of replies:	189	
3) Please rate your Food & Beverage Manager - Nikki Resner.		
Unsatisfactory	2	1%
Poor	10	5%
Average	26	13%
Good	63	33%
Excellent	92	48%
Total number of replies:	193	
4) Please rate the Executive Chef - Esteban Herrera.		
Unsatisfactory	1	0.5%
Poor	13	7%
Average	27	14%
Good	80	41%
Excellent	72	37%
Total number of replies:	193	
5) Please rate the Concession Supervisor - Laura Kommick.		
Poor	3	2%
Average	15	8%
Good	64	35%
Excellent	102	55%
Total number of replies:	184	

6) Please rate the Golf Course Superintendent - Jamie McCrosky.

Average	4	2%
Good	35	19%
Excellent	148	79%
Total number of replies:	187	

7) Please rate the Director of Tennis - Nate Griffin.

Average	8	8%
Good	28	27%
Excellent	69	66%
Total number of replies:	105	