

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

Very Satisfied	255	54.5%
Somewhat Satisfied	155	33.1%
Neutral	31	6.6%
Somewhat Dissatisfied	19	4.1%
Very Dissatisfied	8	1.7%
Total Responses	468	

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

Extremely Likely	303	66.9%
Neutral	126	27.8%
Not at all Likely	24	5.3%
Total Responses	453	

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

Unsatisfactory	1	0.4%
Poor	2	0.6%
Average	24	6.0%
Good	111	29.0%
Excellent	245	64.0%
Not Applicable	78	
Total Responses	461	

2) Please, rate the GOLF PRO SHOP staff.

Unsatisfactory	3	0.8%
Poor	9	2.3%
Average	23	5.9%
Good	109	28.2%
Excellent	243	62.8%
Not Applicable	72	
Total Responses	459	

3) Please, rate the CART ATTENDANT staff.

Unsatisfactory	2	0.5%
Poor	7	1.8%
Average	23	6.2%

Good	111	30.0%
Excellent	228	61.5%
Not Applicable	88	
Total Responses	459	

4) Please, rate the STARTERS and RANGERS staff.

Unsatisfactory	2	0.5%
Poor	4	1.1%
Average	29	7.8%
Good	98	26.4%
Excellent	238	64.2%
Total Responses	371	

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

Unsatisfactory	1	0.5%
Poor	1	0.5%
Average	12	5.4%
Good	62	27.8%
Excellent	147	65.8%
Not Applicable	236	
Total Responses	459	

6) Do you find the display and selection of Golf Shop merchandise to be acceptable?

Unsatisfactory	3	0.8%
Poor	12	3.1%
Average	71	18.6%
Good	200	52.4%
Excellent	96	25.1%
Not Applicable	79	
Total Responses	461	

7) Are you satisfied with the amount of golf events offered?

Yes	259	85.5%
No	44	14.5%
Not Applicable	155	
Total Responses	458	

9) How would you rate your overall golf experience?

Unsatisfactory	3	1.0%
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Poor	11	3.0%
Average	32	8.5%
Good	132	35.4%
Excellent	197	52.1%
Not Applicable	83	
Total Responses	458	

10) How often do you play golf at the Club?

1-3 times a week	191	44.5%
4-5 times a week	35	8.2%
6-7 times a week	2	0.5%
1-3 times a month	46	10.7%
Less than 10 times a year	83	19.3%
Never	72	16.8%
Total Responses	429	

FOOD AND BEVERAGE DEPT.: 1) How often do you dine at the club?

1-3 Times a week	88	19.6%
4-5 Times a week	14	3.1%
6-7 Times a week	54	12.0%
1-3 Times a month	136	30.3%
4-5 Times a month	86	19.2%
6-7 Times a month	10	2.2%
8-12 Times a month	2	0.4%
Few times a year	57	12.7%
Never	2	0.5%
Total Responses	449	

2) Is the Restaurant staff friendly and helpful?

Unsatisfactory	3	0.7%
Poor	11	2.7%
Average	78	20.0%
Good	142	36.6%
Excellent	156	40.0%
Not Applicable	5	
Total Responses	395	

3) How would you rate the food quality at Lunch?

Unsatisfactory	5	1.2%
Poor	11	2.4%

Average	101	22.5%
Good	209	46.5%
Excellent	123	27.4%
Not Applicable	16	
Total Responses	465	

4) How would you rate the food quality at Dinner?

Unsatisfactory	10	2.3%
Poor	22	5.0%
Average	112	25.7%
Good	177	40.6%
Excellent	115	26.4%
Not Applicable	29	
Total Responses	465	

5) Are the servers attentive and available when needed?

Unsatisfactory	4	0.9%
Poor	14	3.1%
Average	92	20.1%
Good	166	36.3%
Excellent	181	39.6%
Not Applicable	6	
Total Responses	463	

6) How would you rate the timeliness of the food service?

Unsatisfactory	28	6.1%
Poor	66	14.4%
Average	125	27.2%
Good	153	33.3%
Excellent	87	19.0%
Not Applicable	7	
Total Responses	466	

7) Do the menus offer enough variety?

Unsatisfactory	16	3.5%
Poor	28	6.1%
Average	132	29.0%
Good	177	38.8%
Excellent	103	22.6%
Not Applicable	8	

Total Responses	464
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8) Do you feel there is enough Management presence on the floor during dining hours?

Unsatisfactory	20	4.8%
Poor	50	11.9%
Average	120	28.6%
Good	148	35.2%
Excellent	82	19.5%
Not Applicable	39	
Total Responses	459	

GREENS AND LANDSCAPING: 1) Please, rate the putting greens at River Strand Golf & Country Club.

Unsatisfactory	2	0.5%
Poor	1	0.3%
Average	18	4.5%
Good	131	32.9%
Excellent	246	61.8%
Not Applicable	67	
Total Responses	465	

2) Please, rate the playing surfaces at River Strand, such as trees, fairways, roughs, etc.

Unsatisfactory	6	1.5%
Poor	11	2.9%
Average	30	7.8%
Good	119	30.8%
Excellent	220	57.0%
Not Applicable	78	
Total Responses	464	

3) Please, rate the playability of the sand traps on the golf course.

Unsatisfactory	9	2.5%
Poor	32	8.6%
Average	62	16.8%
Good	154	41.6%
Excellent	113	30.5%
Not Applicable	88	

Total Responses 458

4) Please, rate the Golf Maintenance staff interaction while playing at River Strand.

Unsatisfactory	1	0.2%
Poor	5	1.5%
Average	40	11.7%
Good	124	36.2%
Excellent	173	50.4%
Not Applicable	117	
Total Responses	460	

5) Please, rate the aesthetics of roadways and Clubhouse landscaping within the River Strand community.

Unsatisfactory	7	1.5%
Poor	2	0.4%
Average	17	3.6%
Good	146	31.3%
Excellent	294	63.1%
Total Responses	466	

CONCESSION DEPT. (TIKI BAR & BEVERAGE CART): 1) Is the Tiki Bar staff friendly and helpful?

Unsatisfactory	4	1.0%
Poor	9	2.3%
Average	56	14.4%
Good	143	37.0%
Excellent	176	45.3%
Not Applicable	76	
Total Responses	464	

2) Is the Beverage Cart staff friendly and helpful?

Unsatisfactory	2	0.5%
Poor	1	0.3%
Average	25	7.1%
Good	139	39.5%
Excellent	185	52.6%
Not Applicable	109	
Total Responses	461	

3) Have you been waited on in a timely manner?

Unsatisfactory	3	0.8%
Poor	18	4.6%
Average	65	16.5%
Good	171	43.5%
Excellent	136	34.6%
Not Applicable	69	
Total Responses	462	

4) Does the quality of the food meet your expectations for lunch?

Unsatisfactory	9	2.5%
Poor	18	4.5%
Average	105	26.5%
Good	177	44.5%
Excellent	89	22.0%
Not Applicable	65	
Total Responses	463	

ADMINISTRATION AND CLUBHOUSE: 1) Is the front desk staff friendly and helpful upon your arrival at the Club?

Unsatisfactory	5	1.1%
Poor	6	1.4%
Average	42	9.5%
Good	169	38.0%
Excellent	222	50.0%
Not Applicable	23	
Total Responses	467	

2) Is the front desk staff knowledgeable about activities and events?

Unsatisfactory	3	0.7%
Poor	9	2.2%
Average	47	11.5%
Good	161	39.3%
Excellent	190	46.3%
Not Applicable	55	
Total Responses	465	

3) Is the staff helpful when you call on the phone?

Unsatisfactory	1	0.2%
Poor	6	1.5%

Average	49	11.9%
Good	163	39.7%
Excellent	192	46.7%
Not Applicable	51	
Total Responses	462	

4) Are your calls to the front desk returned in a timely manner?

Unsatisfactory	3	0.9%
Poor	13	4.3%
Average	43	14.2%
Good	130	43.0%
Excellent	114	37.6%
Not Applicable	158	
Total Responses	461	

5) Do you currently visit the Club's website?

Yes	356	79.0%
No	96	21.0%
Total Responses	452	

6) Do you feel that the website content is helpful?

Unsatisfactory	2	0.5%
Poor	4	1.0%
Average	82	21.7%
Good	208	55.0%
Excellent	82	21.8%
Not Applicable	81	
Total Responses	459	

7) How would you rate the overall appearance and cleanliness of the Clubhouse?

Unsatisfactory	1	0.2%
Poor	3	0.6%
Average	17	3.7%
Good	121	26.0%
Excellent	324	69.5%
Total Responses	466	

8) How would you rate the Fitness facility?

Unsatisfactory	7	1.8%
Poor	22	5.8%

Average	69	18.1%
Good	166	43.6%
Excellent	117	30.7%
Not Applicable	81	
Total Responses	462	

9) How would you rate the Clubhouse Pool facilities?

Unsatisfactory	1	0.3%
Poor	4	1.0%
Average	26	6.2%
Good	162	38.8%
Excellent	224	53.7%
Not Applicable	49	
Total Responses	466	

TENNIS DEPARTMENT: 1) Is the Tennis staff friendly and helpful?

Poor	1	0.9%
Average	3	2.9%
Good	20	19.3%
Excellent	80	76.9%
Not Applicable	347	
Total Responses	451	

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

Unsatisfactory	1	0.8%
Average	4	3.6%
Good	15	13.6%
Excellent	90	82.0%
Not Applicable	333	
Total Responses	443	

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

Poor	1	1.2%
Average	1	1.2%
Good	16	19.0%
Excellent	66	78.6%
Not Applicable	359	
Total Responses	443	

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

Poor	2	2.2%
Average	21	23.0%
Good	43	47.3%
Excellent	25	27.5%
Not Applicable	348	
Total Responses	439	

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

Yes	66	94.0%
No	4	6.0%
Not Applicable	369	
Total Responses	439	

7) Are you satisfied with the Morning Doubles program?

Yes	37	95.0%
No	2	5.0%
Not Applicable	400	
Total Responses	439	

PROPERTY MANAGEMENT: 1) How would you rate your experience with the Property Manager Barry Walburn?

Unsatisfactory	5	1.7%
Poor	18	6.3%
Average	47	16.3%
Good	106	36.8%
Excellent	112	38.9%
Not Applicable	170	
Total Responses	458	

2) If you have a lawn, how would you rate the quality of your landscape and its maintenance?

Unsatisfactory	5	1.8%
Poor	8	2.7%
Average	44	15.0%
Good	106	36.1%
Excellent	130	44.4%

Not Applicable	167	
Total Responses	460	

3) If you don't have a yard, how would you rate the quality and maintenance of your building's landscape?

Unsatisfactory	6	2.6%
Poor	10	4.5%
Average	37	16.3%
Good	77	33.9%
Excellent	97	42.7%
Not Applicable	214	
Total Responses	441	

DEPARTMENT HEADS: 1) Please rate your General Manager - Wes Miller.

Unsatisfactory	6	1.5%
Poor	4	1.0%
Average	44	10.8%
Good	164	40.3%
Excellent	189	46.4%
Total Responses	407	

2) Please rate your Head Golf Professional - Corey Pion.

Unsatisfactory	5	1.3%
Poor	5	1.3%
Average	36	9.2%
Good	145	37.2%
Excellent	199	51.0%
Total Responses	390	

3) Please rate your Food & Beverage Manager - Nikki Resner.

Unsatisfactory	12	3.0%
Poor	20	5.0%
Average	80	19.5%
Good	153	37.0%
Excellent	146	35.5%
Total Responses	411	

4) Please rate the Executive Chef - Esteban Herrera.

Unsatisfactory	13	3.2%
Poor	14	3.5%
Average	87	21.0%

Good	155	37.6%
Excellent	143	34.7%
Total Responses	412	

5) Please rate the Concession Supervisor - Laura Kommick.

Unsatisfactory	3	0.8%
Poor	7	1.8%
Average	55	14.1%
Good	170	43.7%
Excellent	154	39.6%
Total Responses	389	

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

Unsatisfactory	6	1.6%
Poor	2	0.5%
Average	27	7.0%
Good	120	31.2%
Excellent	230	59.7%
Total Responses	385	

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

Unsatisfactory	1	0.4%
Poor	1	0.4%
Average	30	11.8%
Good	81	31.8%
Excellent	141	55.6%
Total Responses	254	