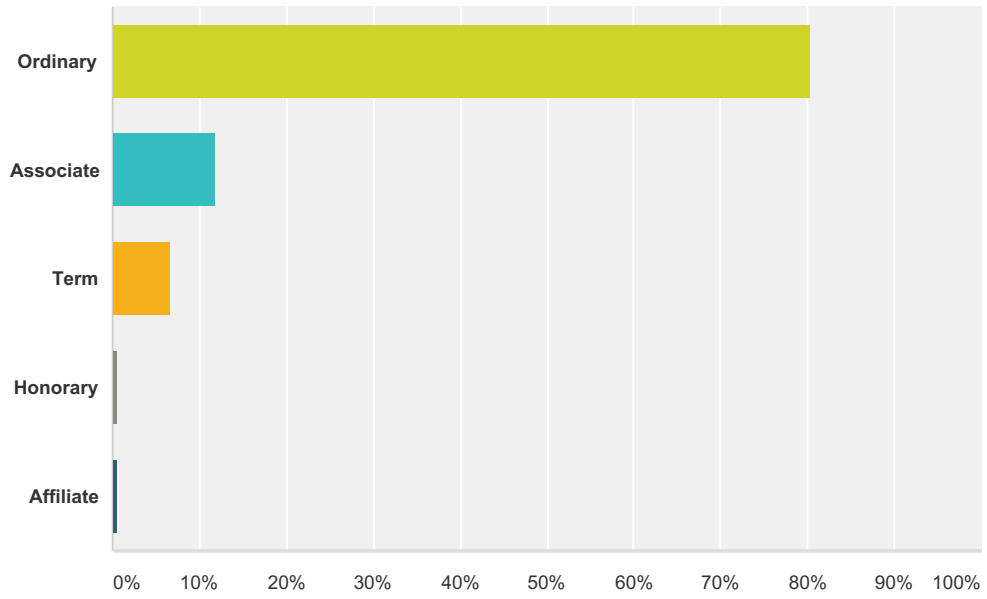


### Q4 Membership type:

Answered: 760 Skipped: 10

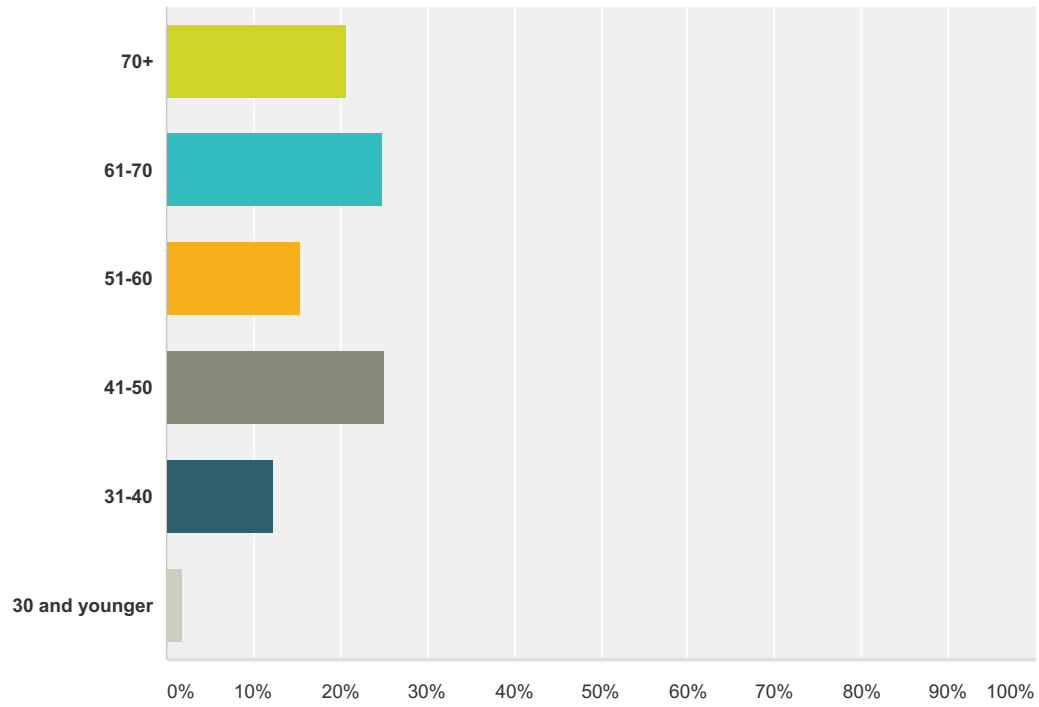


Answer Choices	Responses
Ordinary	80.39% 611
Associate	11.97% 91
Term	6.58% 50
Honorary	0.53% 4
Affiliate	0.53% 4
<b>Total</b>	<b>760</b>

2015 Club-wide Member Satisfaction Survey

**Q5 Age Group:**

Answered: 761 Skipped: 9

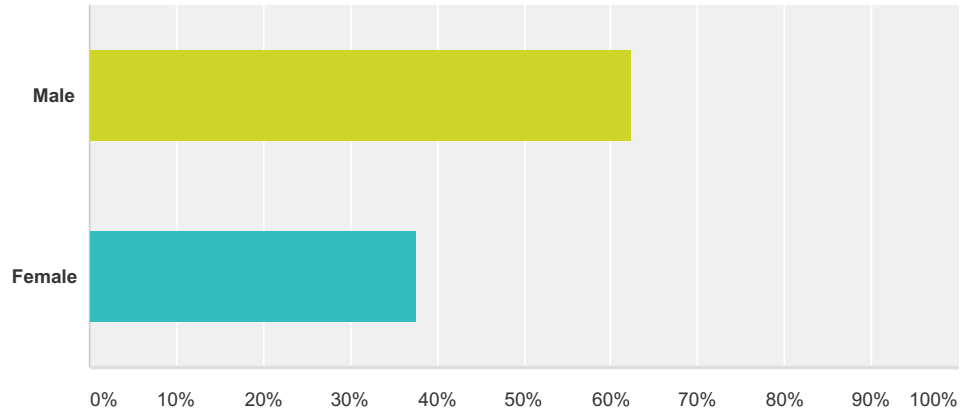


Answer Choices	Responses	Count
70+	20.63%	157
61-70	24.84%	189
51-60	15.51%	118
41-50	24.97%	190
31-40	12.22%	93
30 and younger	1.84%	14
<b>Total</b>		<b>761</b>

# 2015 Club-wide Member Satisfaction Survey

## Q6 Gender:

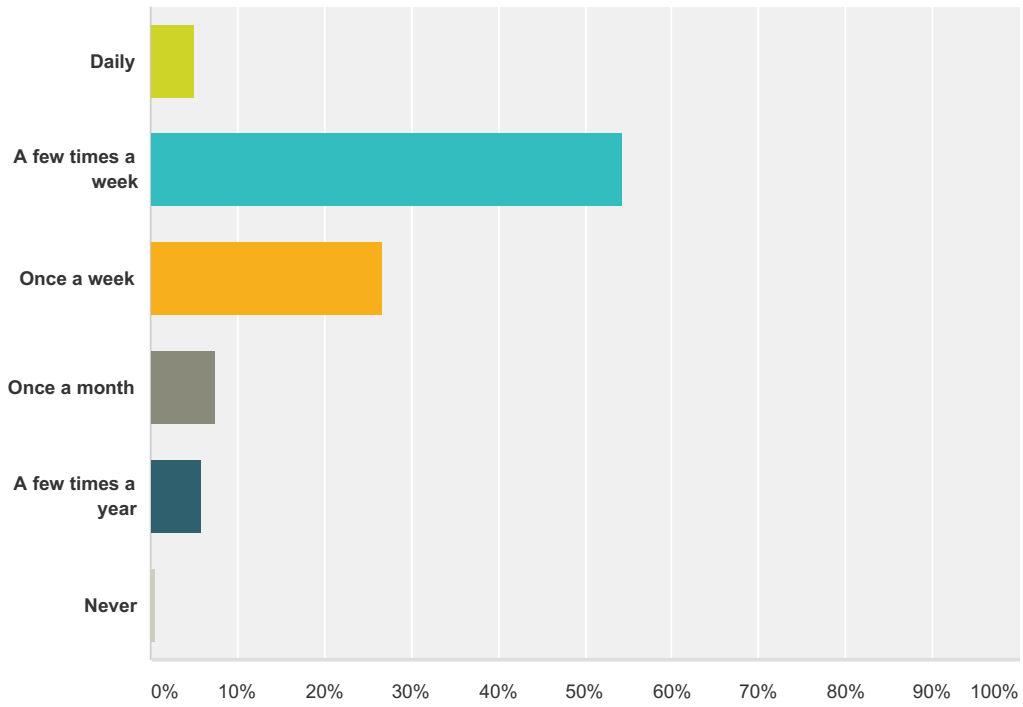
Answered: 746 Skipped: 24



Answer Choices	Responses
Male	62.33% 465
Female	37.67% 281
<b>Total</b>	<b>746</b>

### Q7 How frequently do you visit the Club?

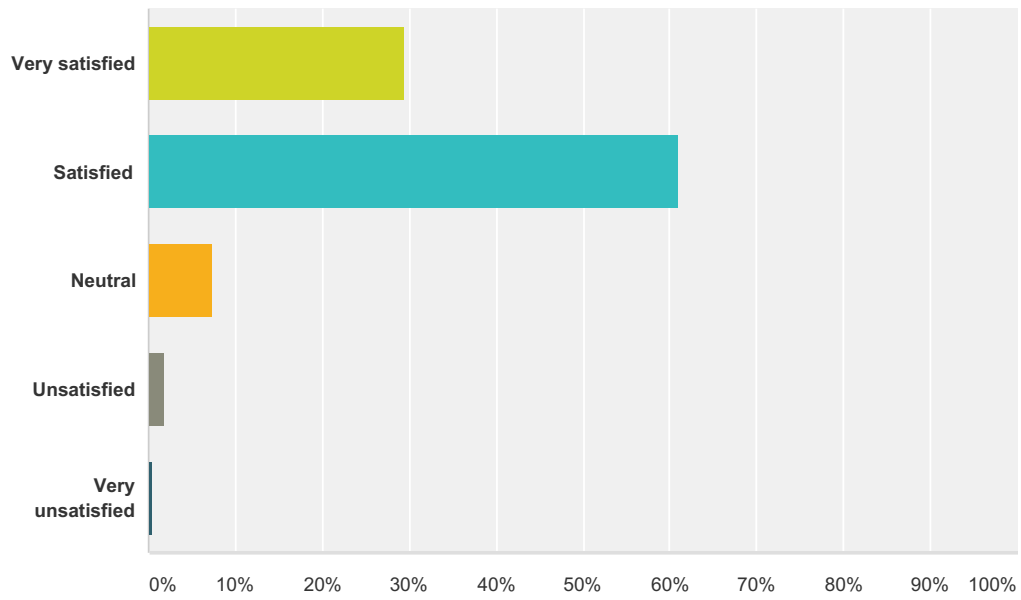
Answered: 765 Skipped: 5



Answer Choices	Responses	
Daily	5.10%	39
A few times a week	54.25%	415
Once a week	26.67%	204
Once a month	7.58%	58
A few times a year	5.75%	44
Never	0.65%	5
<b>Total</b>		<b>765</b>

### Q8 How do you rate the Club's overall value?

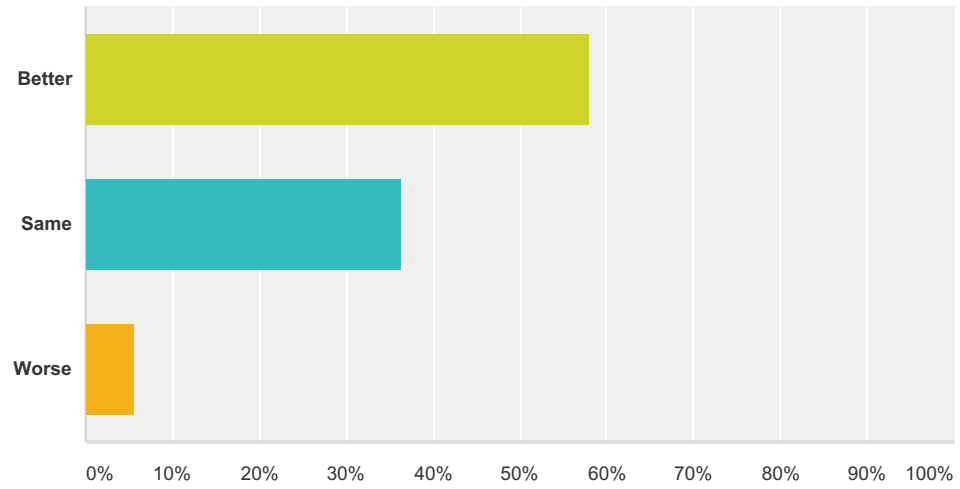
Answered: 766 Skipped: 4



Answer Choices	Responses
Very satisfied	29.50% 226
Satisfied	60.97% 467
Neutral	7.31% 56
Unsatisfied	1.83% 14
Very unsatisfied	0.39% 3
<b>Total</b>	<b>766</b>

### Q9 Compared to 2014:

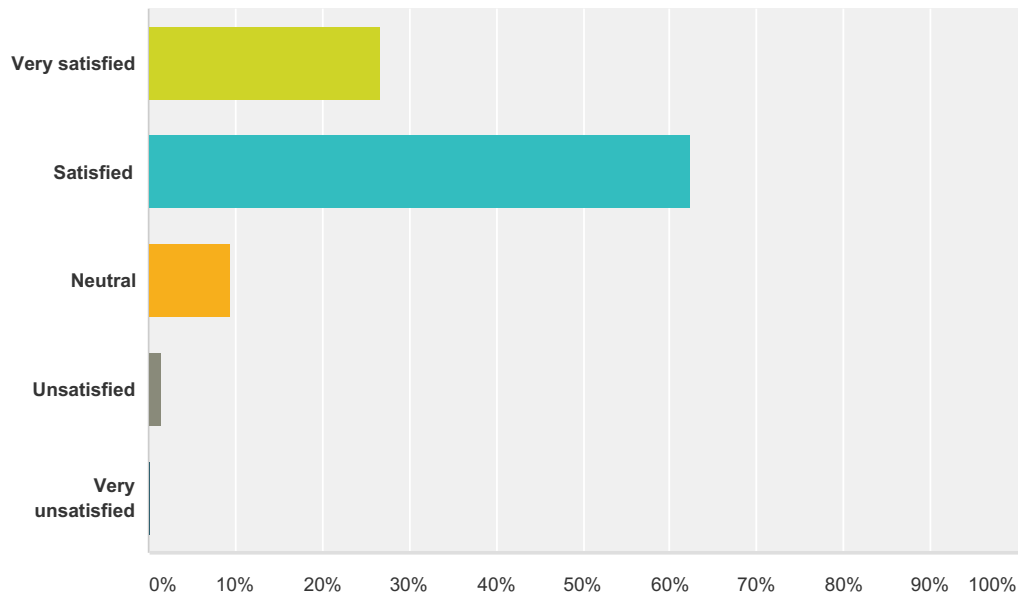
Answered: 750 Skipped: 20



Answer Choices	Responses
Better	58.00% 435
Same	36.40% 273
Worse	5.60% 42
<b>Total</b>	<b>750</b>

### Q11 How do you rate the Club's overall quality?

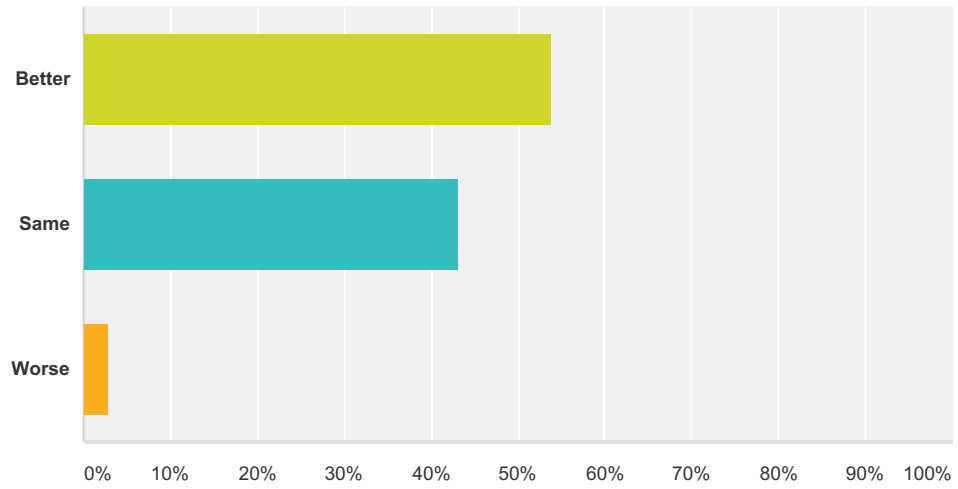
Answered: 762 Skipped: 8



Answer Choices	Responses	
Very satisfied	26.77%	204
Satisfied	62.34%	475
Neutral	9.32%	71
Unsatisfied	1.44%	11
Very unsatisfied	0.13%	1
<b>Total</b>		<b>762</b>

### Q12 Compared to 2014:

Answered: 742 Skipped: 28

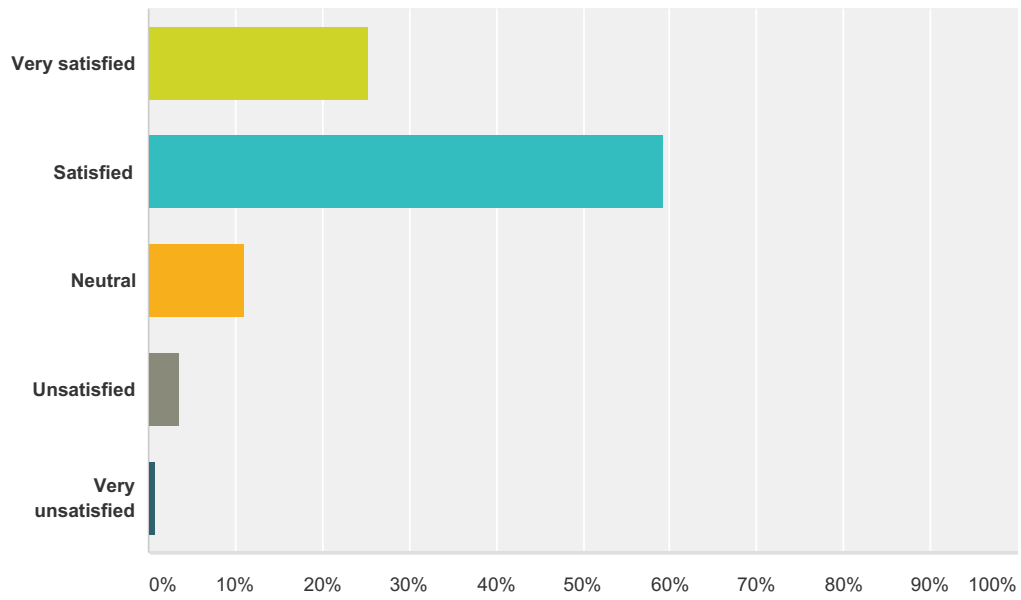


Answer Choices	Responses
Better	53.91% 400
Same	43.26% 321
Worse	2.83% 21
<b>Total</b>	<b>742</b>



### Q14 How do you rate Food & Beverage quality?

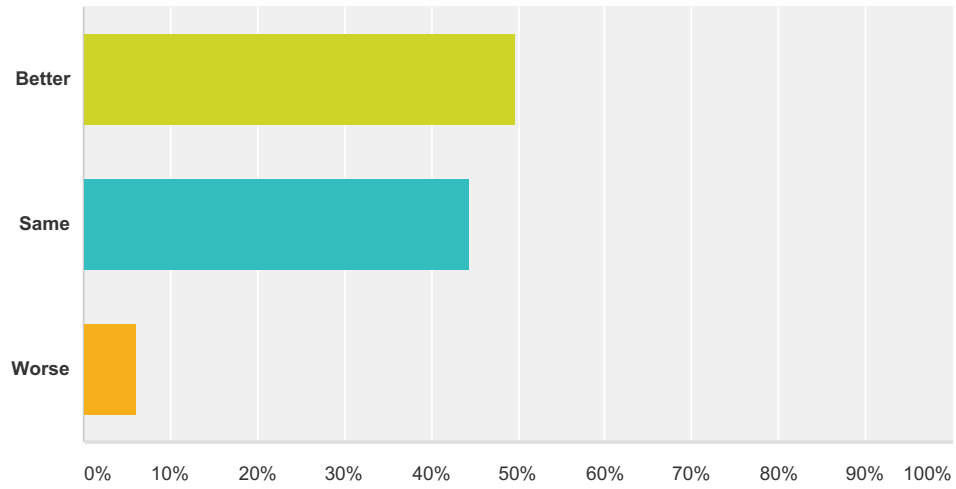
Answered: 758 Skipped: 12



Answer Choices	Responses
Very satisfied	25.33% 192
Satisfied	59.23% 449
Neutral	11.08% 84
Unsatisfied	3.56% 27
Very unsatisfied	0.79% 6
<b>Total</b>	<b>758</b>

### Q15 Compared to 2014:

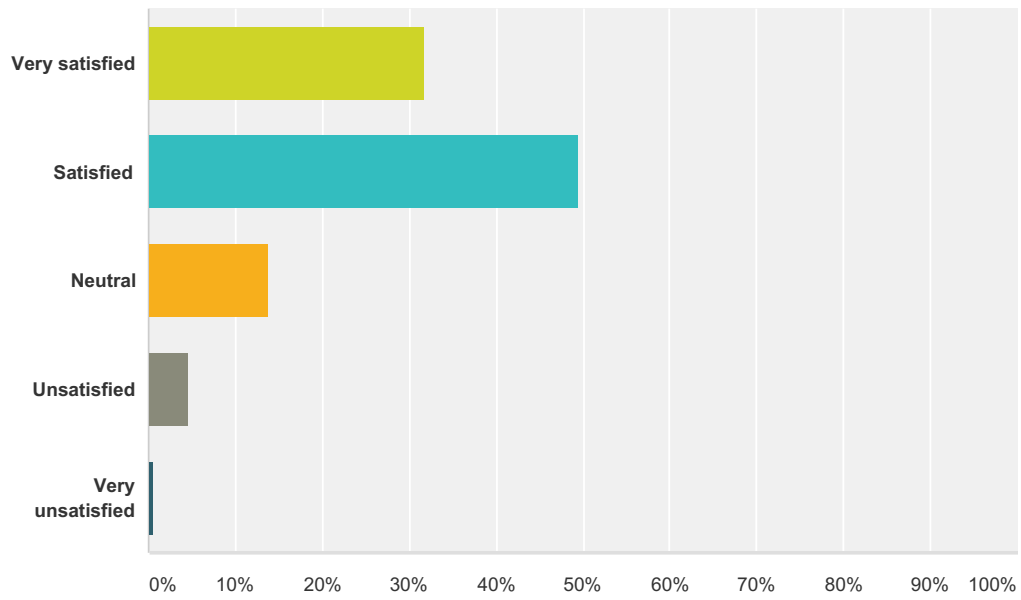
Answered: 738 Skipped: 32



Answer Choices	Responses	
Better	49.59%	366
Same	44.44%	328
Worse	5.96%	44
<b>Total</b>		<b>738</b>

### Q17 How do you rate Food & Beverage service?

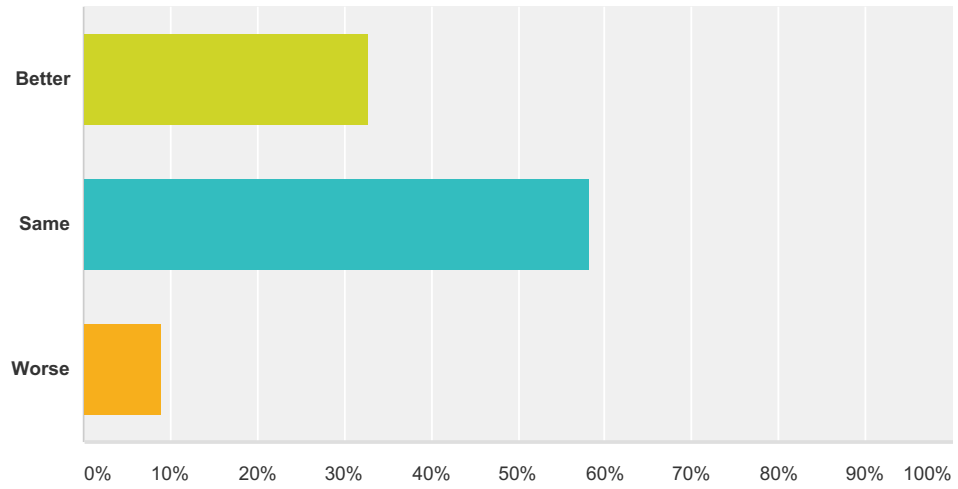
Answered: 751 Skipped: 19



Answer Choices	Responses
Very satisfied	31.69% 238
Satisfied	49.40% 371
Neutral	13.72% 103
Unsatisfied	4.53% 34
Very unsatisfied	0.67% 5
<b>Total</b>	<b>751</b>

### Q18 Compared to 2014:

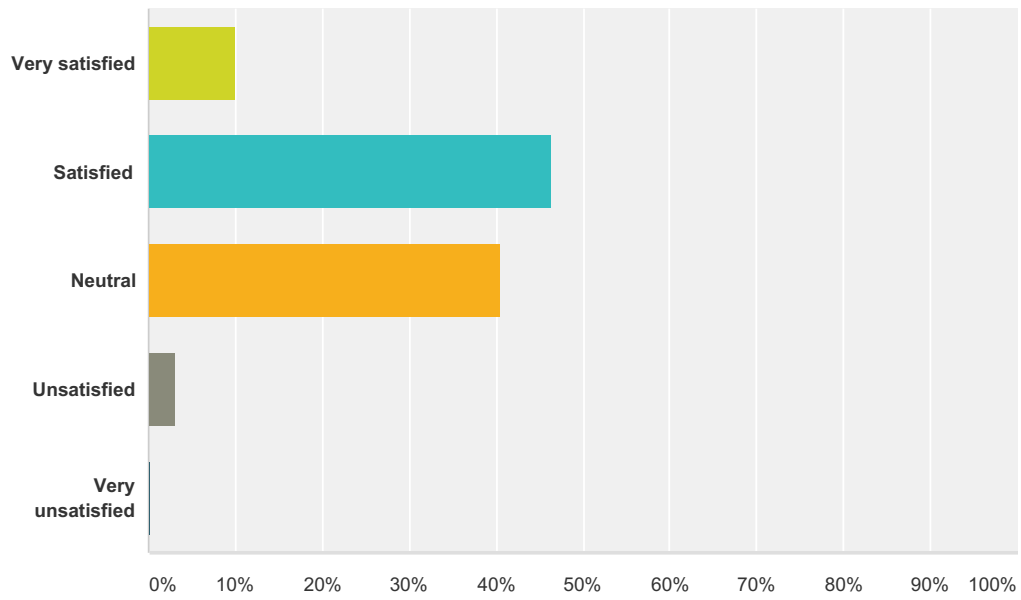
Answered: 731 Skipped: 39



Answer Choices	Responses	
Better	32.69%	239
Same	58.28%	426
Worse	9.03%	66
<b>Total</b>		<b>731</b>

### Q20 How do you rate Entertainment activities & events?

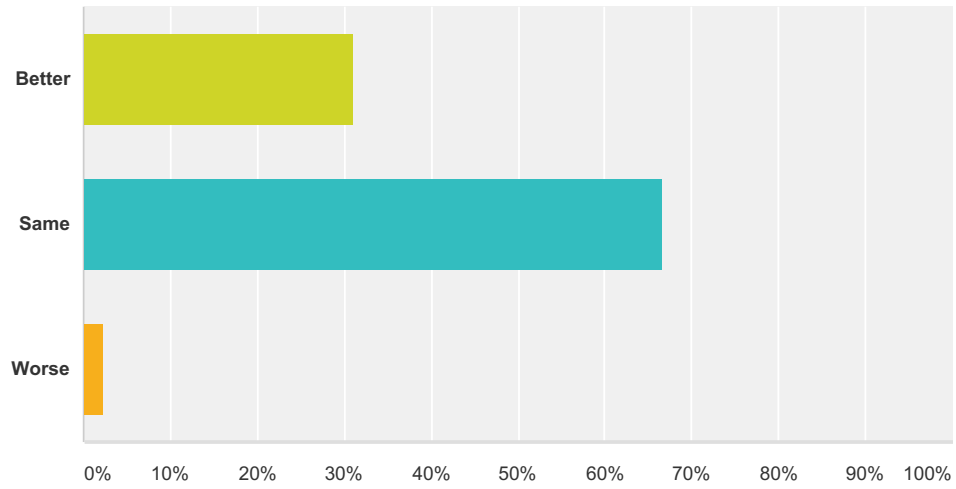
Answered: 736 Skipped: 34



Answer Choices	Responses
Very satisfied	9.92% 73
Satisfied	46.33% 341
Neutral	40.49% 298
Unsatisfied	3.13% 23
Very unsatisfied	0.14% 1
<b>Total</b>	<b>736</b>

### Q21 Compared to 2014:

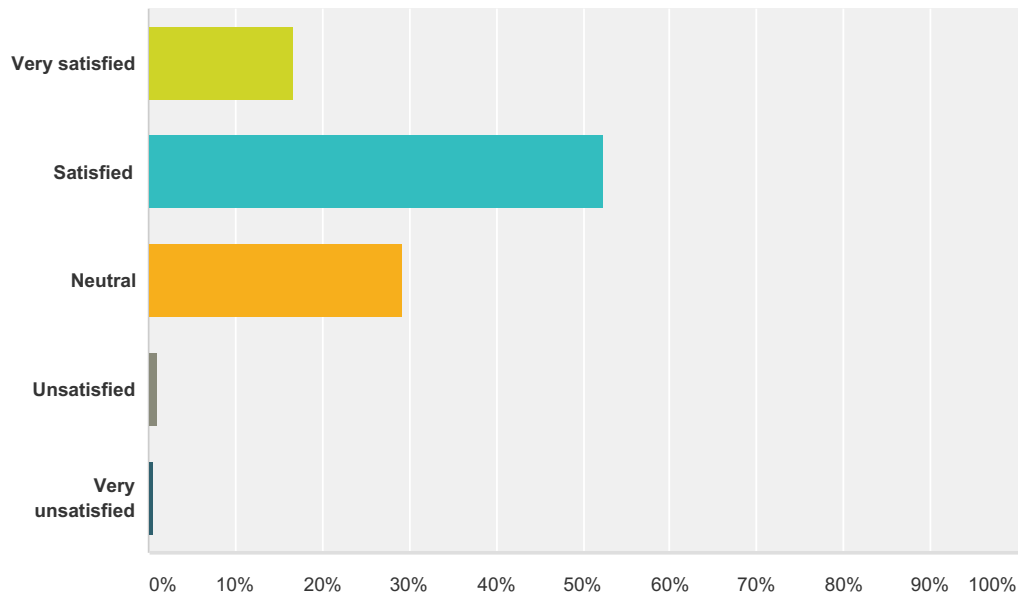
Answered: 679 Skipped: 91



Answer Choices	Responses
Better	31.08% 211
Same	66.57% 452
Worse	2.36% 16
<b>Total</b>	<b>679</b>

### Q23 How do you rate Sports & Recreation overall?

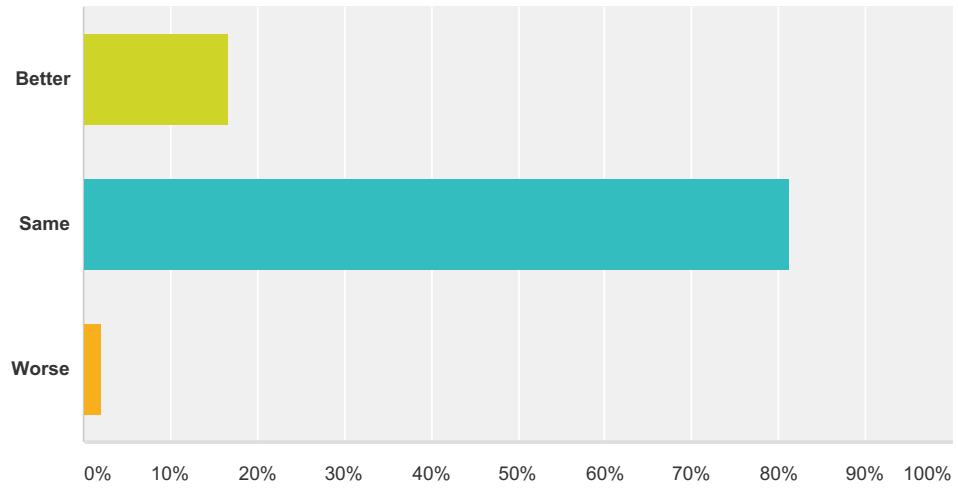
Answered: 722 Skipped: 48



Answer Choices	Responses
Very satisfied	16.76% 121
Satisfied	52.35% 378
Neutral	29.22% 211
Unsatisfied	1.11% 8
Very unsatisfied	0.55% 4
<b>Total</b>	<b>722</b>

### Q24 Compared to 2014:

Answered: 680 Skipped: 90

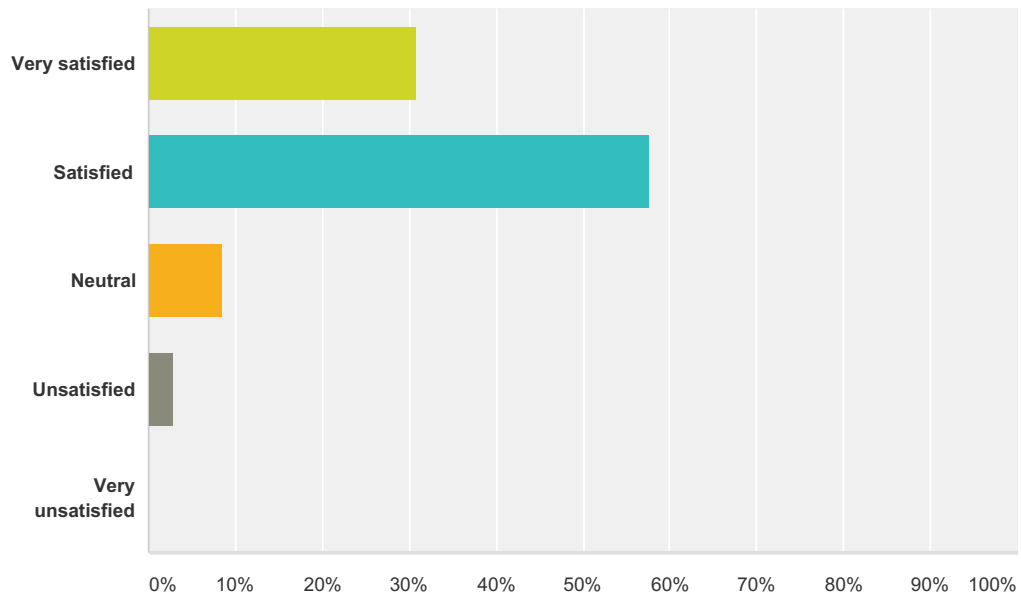


Answer Choices	Responses	
Better	16.76%	114
Same	81.18%	552
Worse	2.06%	14
<b>Total</b>		<b>680</b>



### Q26 How do you rate cleanliness and upkeep?

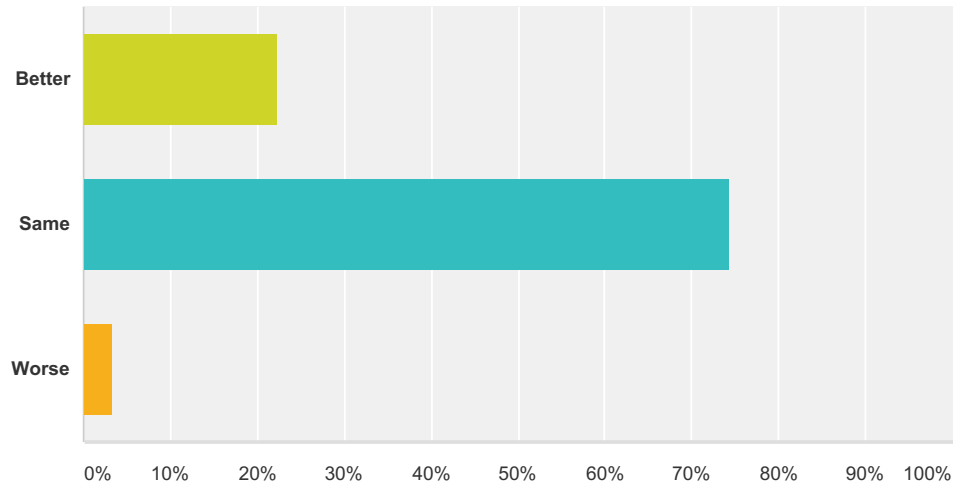
Answered: 743 Skipped: 27



Answer Choices	Responses	Count
Very satisfied	30.96%	230
Satisfied	57.60%	428
Neutral	8.48%	63
Unsatisfied	2.96%	22
Very unsatisfied	0.00%	0
<b>Total</b>		<b>743</b>

### Q27 Compared to 2014:

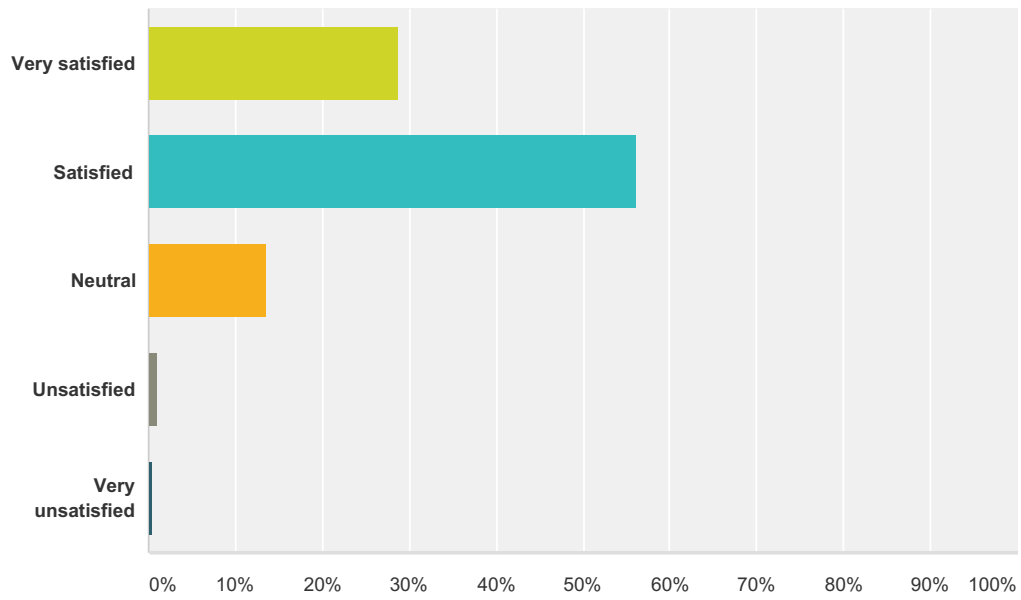
Answered: 718 Skipped: 52



Answer Choices	Responses	
Better	22.42%	161
Same	74.23%	533
Worse	3.34%	24
<b>Total</b>		<b>718</b>

### Q29 How do you rate Management's communication effectiveness?

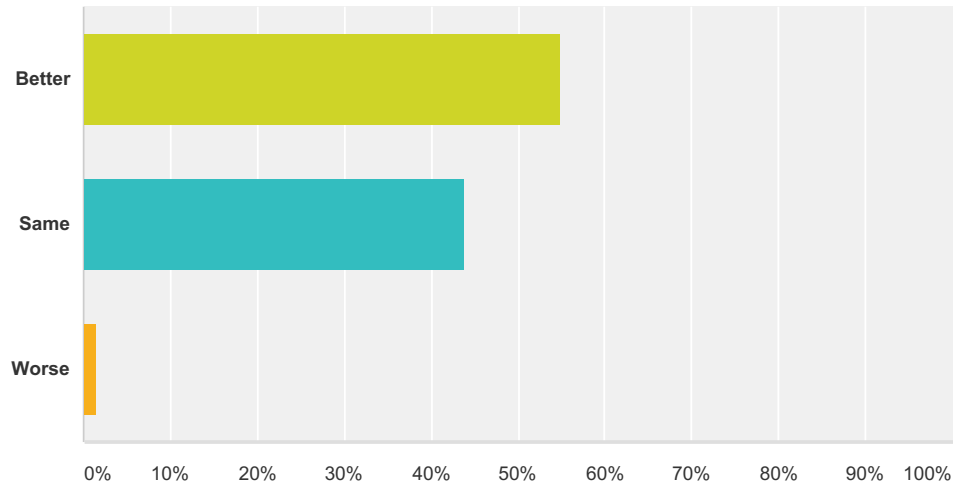
Answered: 740 Skipped: 30



Answer Choices	Responses	Count
Very satisfied	28.78%	213
Satisfied	56.08%	415
Neutral	13.65%	101
Unsatisfied	1.08%	8
Very unsatisfied	0.41%	3
<b>Total</b>		<b>740</b>

### Q30 Compared to 2014:

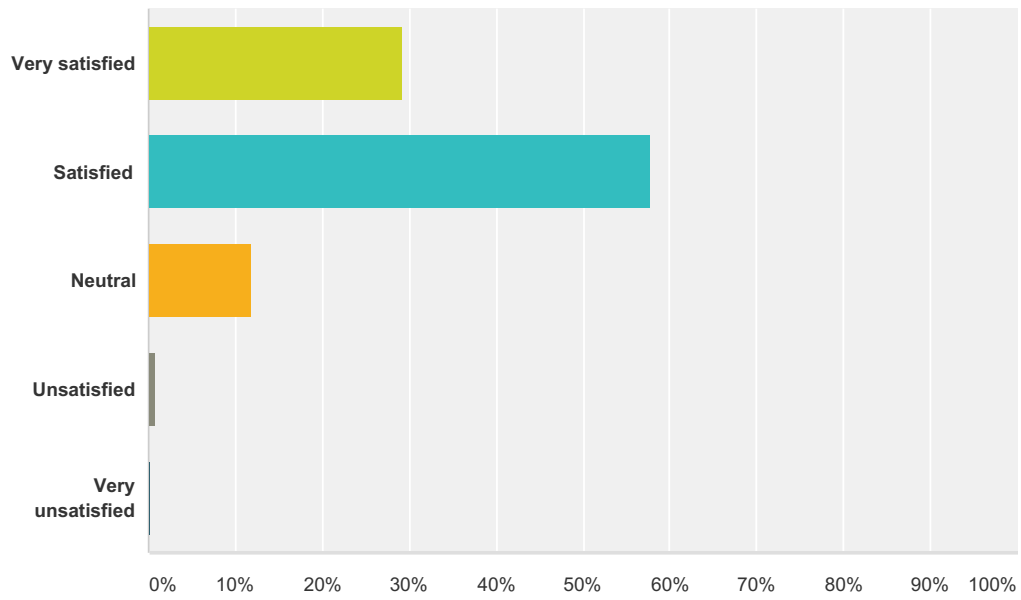
Answered: 715 Skipped: 55



Answer Choices	Responses	
Better	54.83%	392
Same	43.78%	313
Worse	1.40%	10
<b>Total</b>		<b>715</b>

### Q32 How do you rate Management's effectiveness and professionalism?

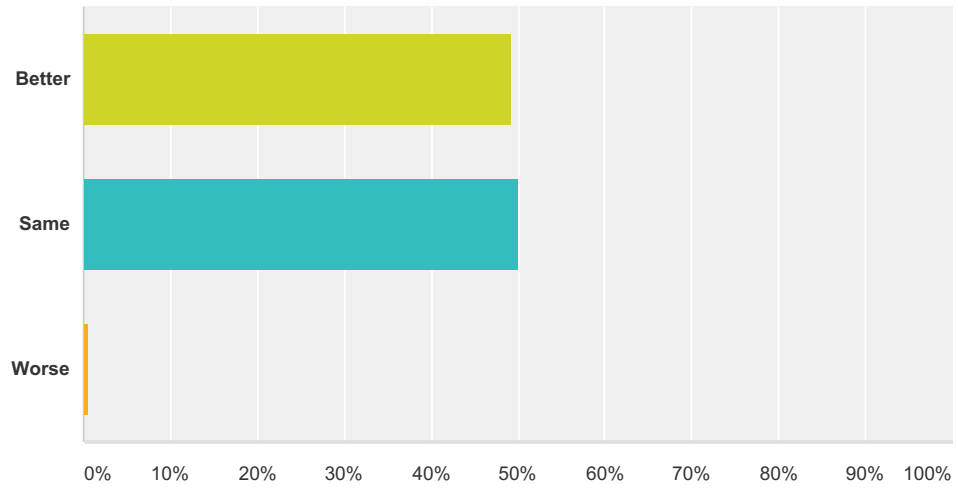
Answered: 736 Skipped: 34



Answer Choices	Responses
Very satisfied	29.21% 215
Satisfied	57.74% 425
Neutral	11.96% 88
Unsatisfied	0.82% 6
Very unsatisfied	0.27% 2
<b>Total</b>	<b>736</b>

### Q33 Compared to 2014:

Answered: 710 Skipped: 60



Answer Choices	Responses	
Better	49.30%	350
Same	50.14%	356
Worse	0.56%	4
<b>Total</b>		<b>710</b>