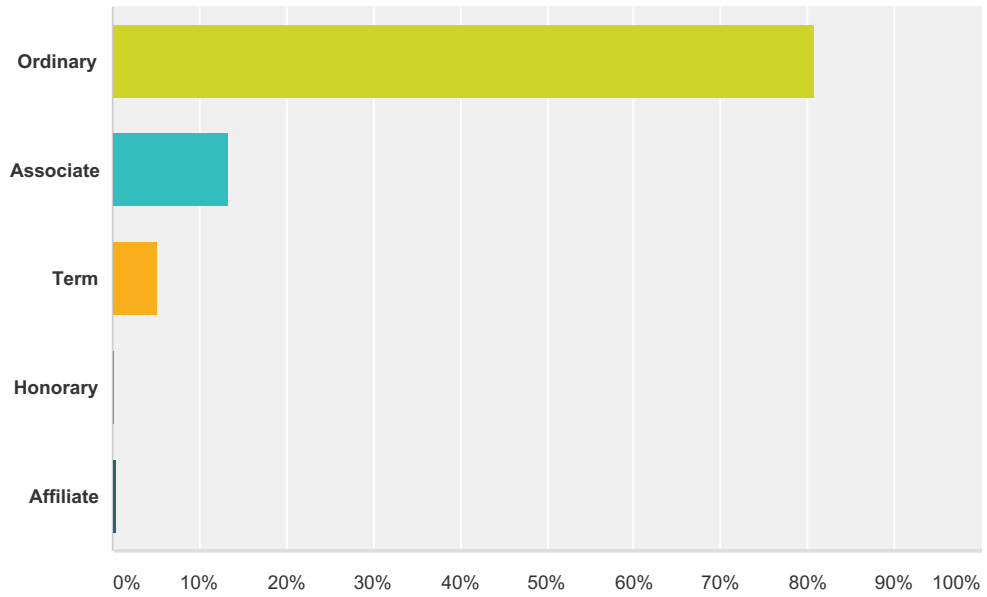


Q4 Membership type:

Answered: 735 Skipped: 13

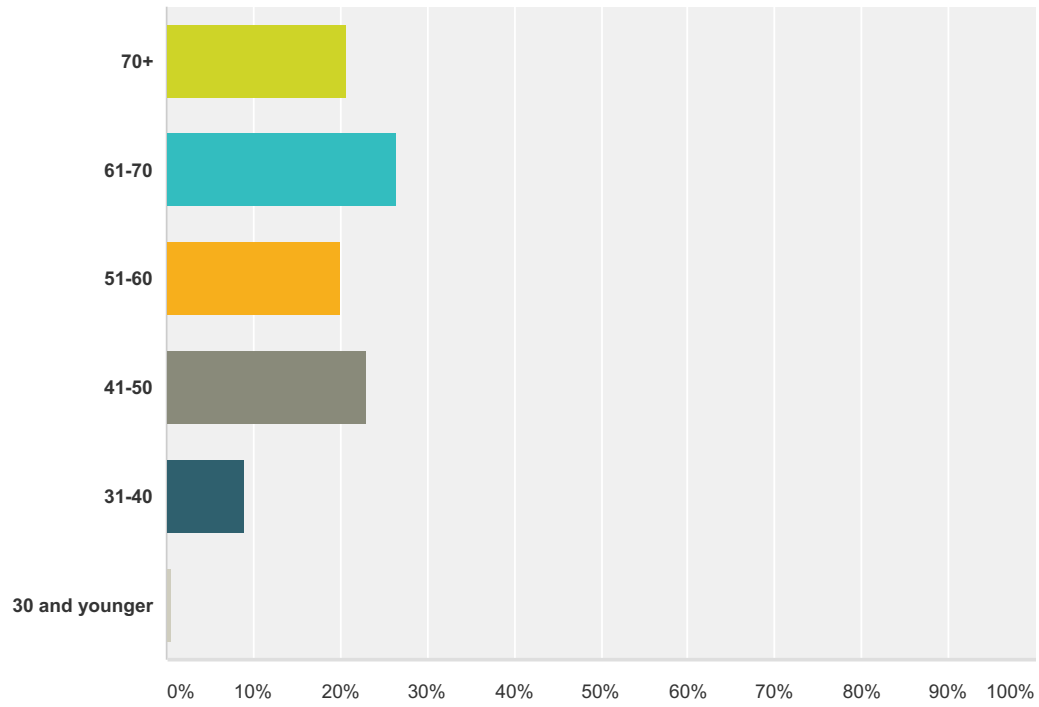


Answer Choices	Responses
Ordinary	80.82% 594
Associate	13.33% 98
Term	5.31% 39
Honorary	0.14% 1
Affiliate	0.41% 3
Total	735

2016 Club-wide Member Satisfaction Survey

Q5 Age Group:

Answered: 742 Skipped: 6

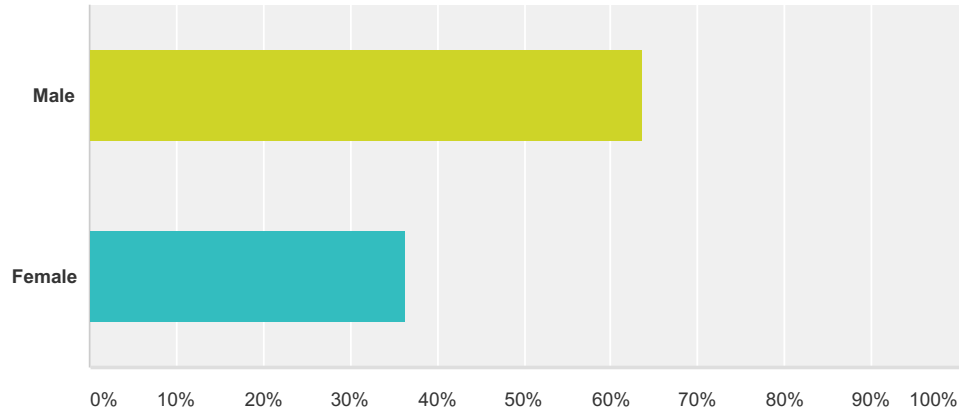


Answer Choices	Responses	Count
70+	20.75%	154
61-70	26.55%	197
51-60	19.95%	148
41-50	23.05%	171
31-40	9.03%	67
30 and younger	0.67%	5
Total		742

2016 Club-wide Member Satisfaction Survey

Q6 Gender:

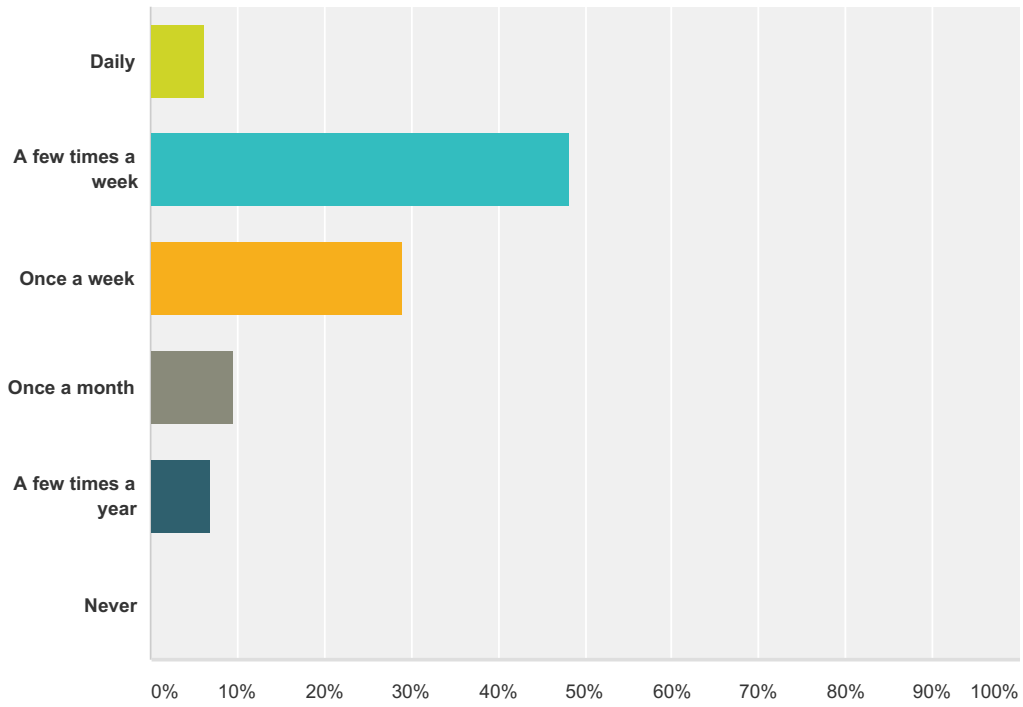
Answered: 734 Skipped: 14



Answer Choices	Responses
Male	63.76% 468
Female	36.24% 266
Total	734

Q7 How frequently do you visit the Club?

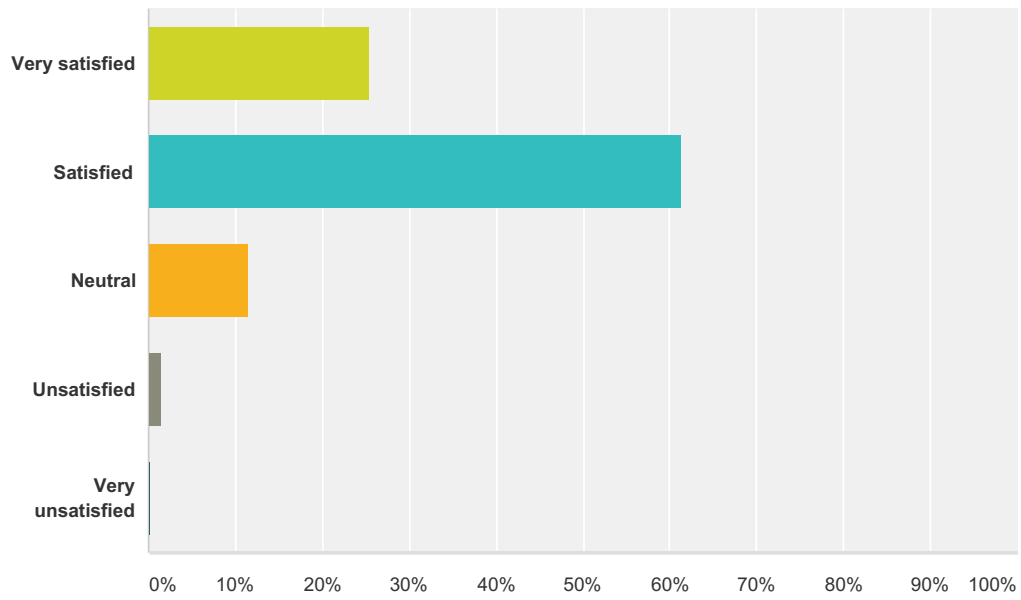
Answered: 745 Skipped: 3



Answer Choices	Responses	Count
Daily	6.31%	47
A few times a week	48.32%	360
Once a week	28.99%	216
Once a month	9.53%	71
A few times a year	6.85%	51
Never	0.00%	0
Total		745

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

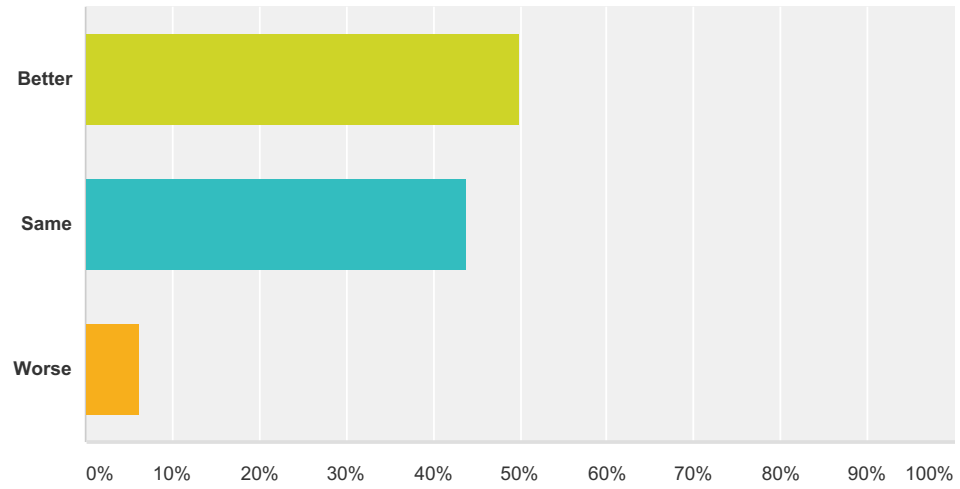
Answered: 744 Skipped: 4



Answer Choices	Responses
Very satisfied	25.54% 190
Satisfied	61.29% 456
Neutral	11.42% 85
Unsatisfied	1.48% 11
Very unsatisfied	0.27% 2
Total	744

Q9 Compared to 2015:

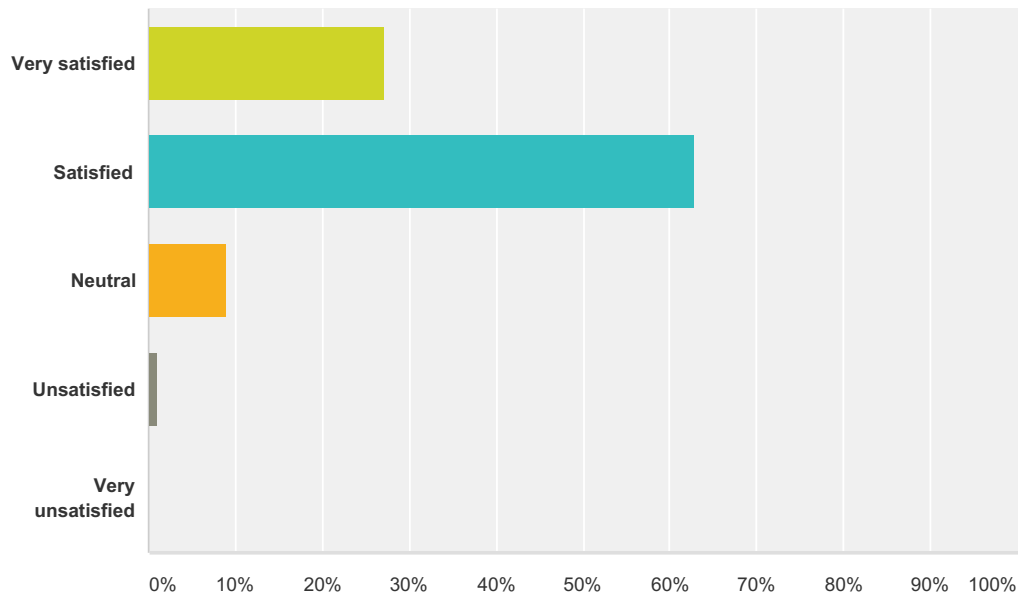
Answered: 729 Skipped: 19



Answer Choices	Responses
Better	49.93% 364
Same	43.76% 319
Worse	6.31% 46
Total	729

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

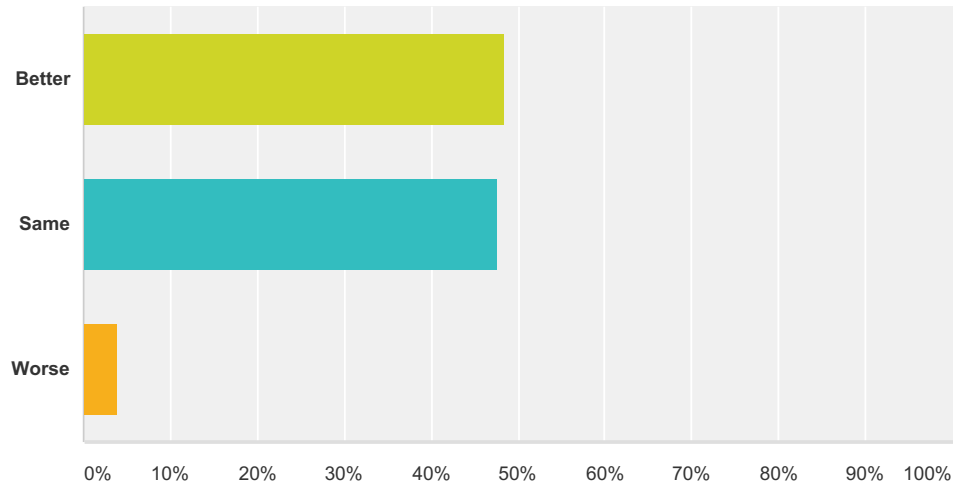
Answered: 736 Skipped: 12



Answer Choices	Responses	Count
Very satisfied	27.04%	199
Satisfied	62.91%	463
Neutral	8.97%	66
Unsatisfied	1.09%	8
Very unsatisfied	0.00%	0
Total		736

Q12 Compared to 2015:

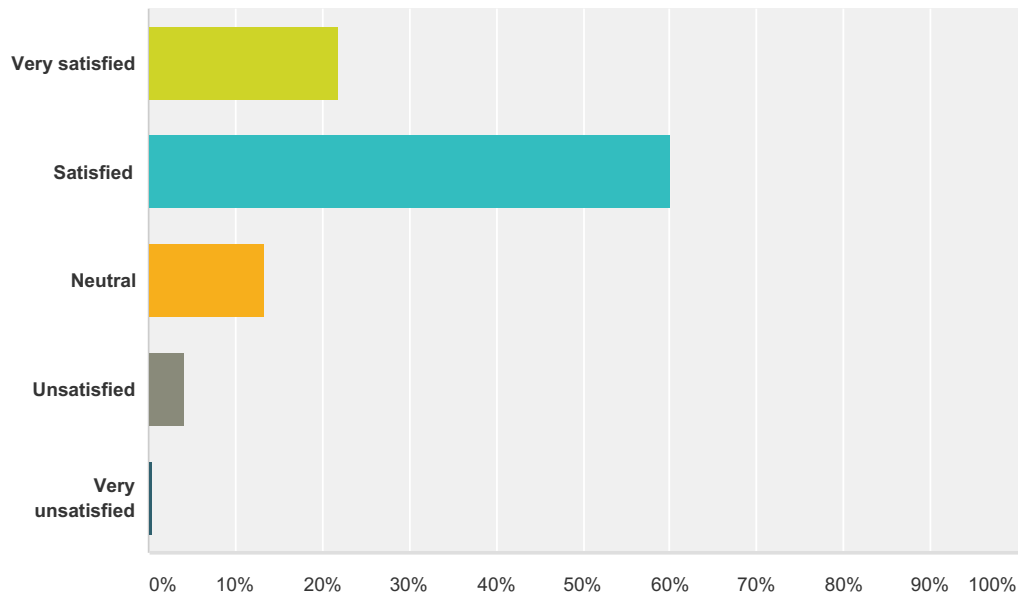
Answered: 720 Skipped: 28



Answer Choices	Responses	
Better	48.47%	349
Same	47.50%	342
Worse	4.03%	29
Total		720

Q14 How do you rate Food & Beverage quality?

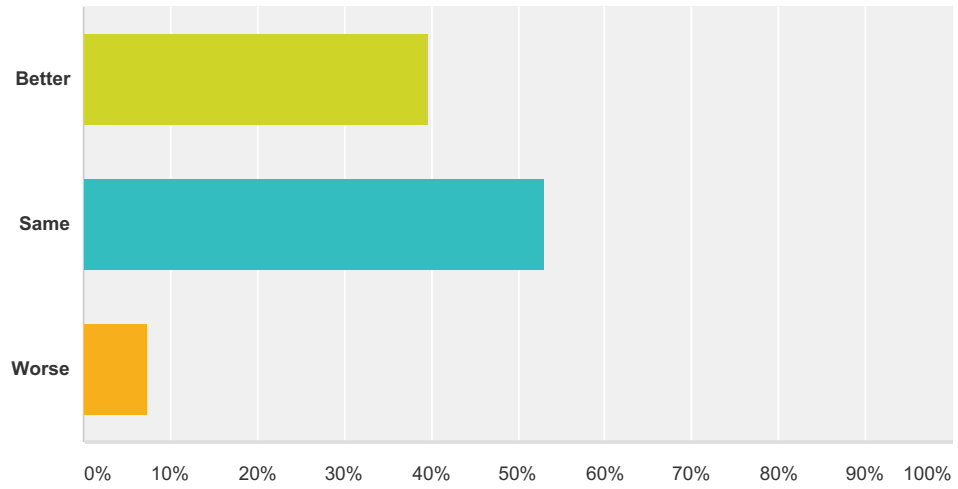
Answered: 731 Skipped: 17



Answer Choices	Responses	Count
Very satisfied	21.89%	160
Satisfied	60.05%	439
Neutral	13.41%	98
Unsatisfied	4.24%	31
Very unsatisfied	0.41%	3
Total		731

Q15 Compared to 2015:

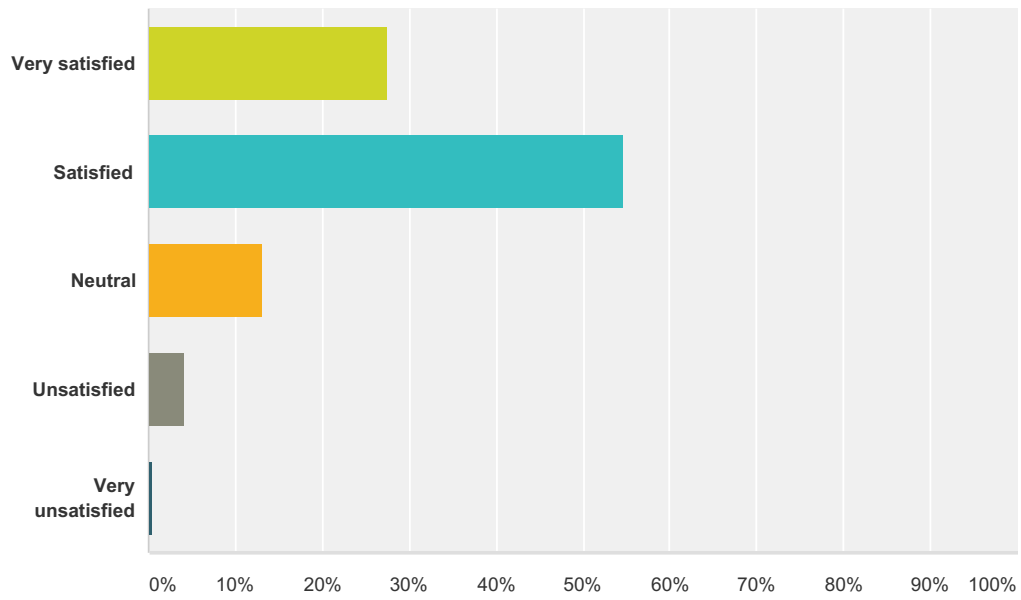
Answered: 718 Skipped: 30



Answer Choices	Responses	
Better	39.69%	285
Same	52.92%	380
Worse	7.38%	53
Total		718

Q17 How do you rate Food & Beverage service?

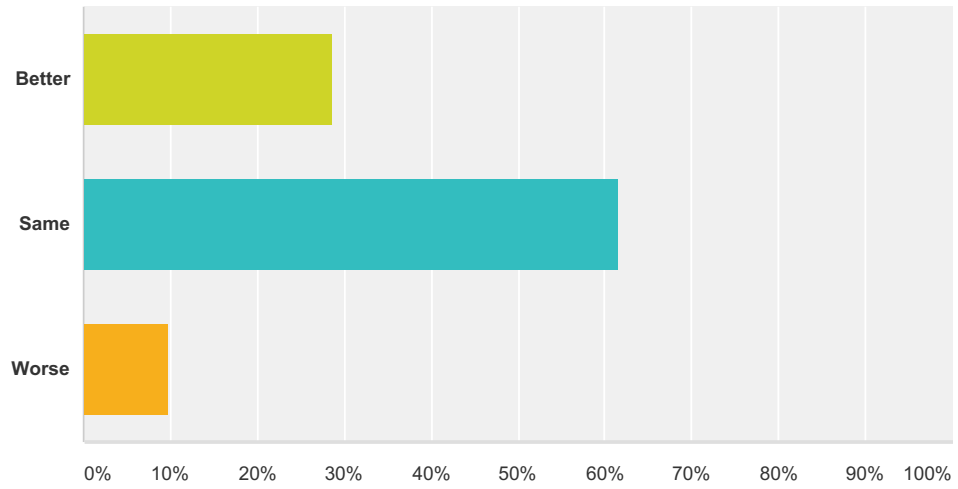
Answered: 718 Skipped: 30



Answer Choices	Responses
Very satisfied	27.58% 198
Satisfied	54.60% 392
Neutral	13.23% 95
Unsatisfied	4.18% 30
Very unsatisfied	0.42% 3
Total	718

Q18 Compared to 2015:

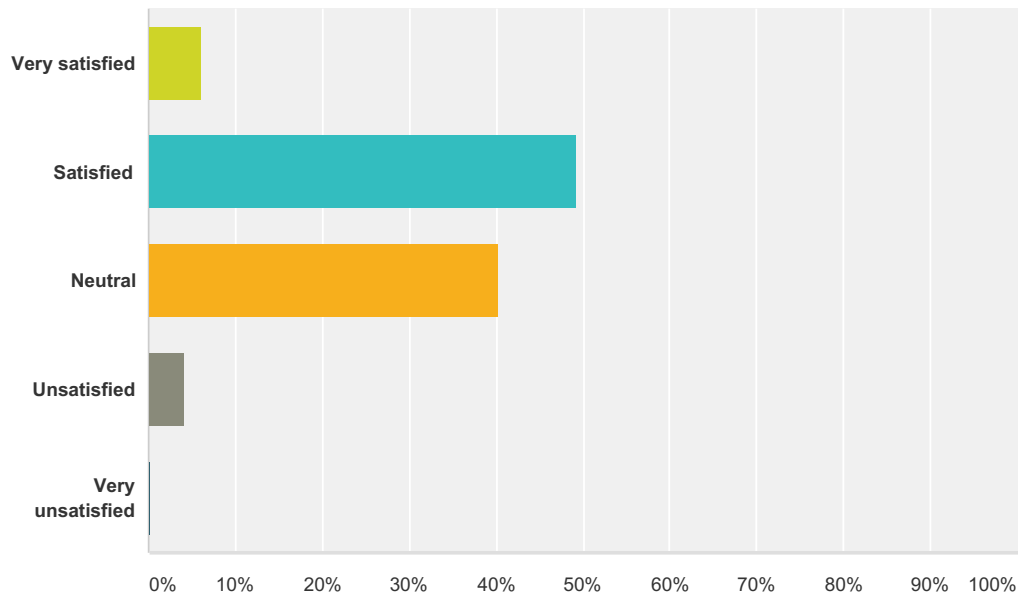
Answered: 697 Skipped: 51



Answer Choices	Responses	
Better	28.55%	199
Same	61.55%	429
Worse	9.90%	69
Total		697

Q20 How do you rate Entertainment activities & events?

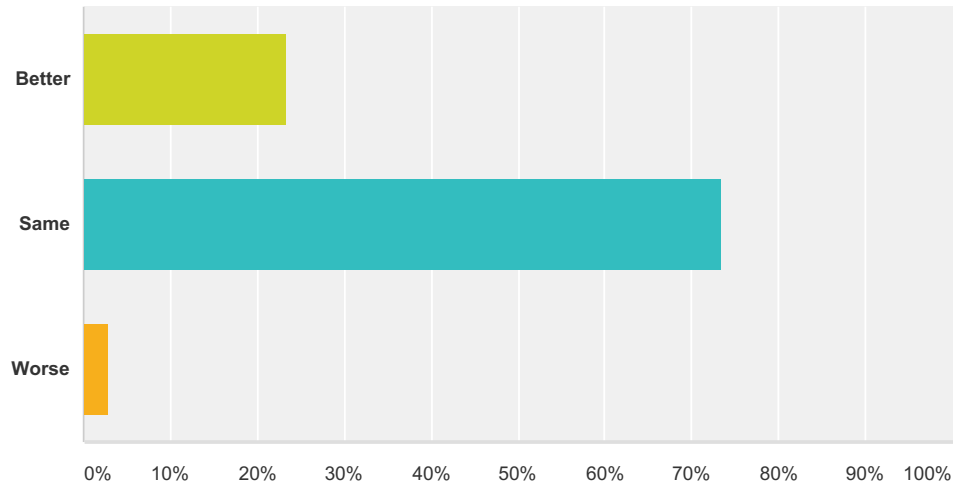
Answered: 708 Skipped: 40



Answer Choices	Responses
Very satisfied	6.07% 43
Satisfied	49.29% 349
Neutral	40.25% 285
Unsatisfied	4.10% 29
Very unsatisfied	0.28% 2
Total	708

Q21 Compared to 2015:

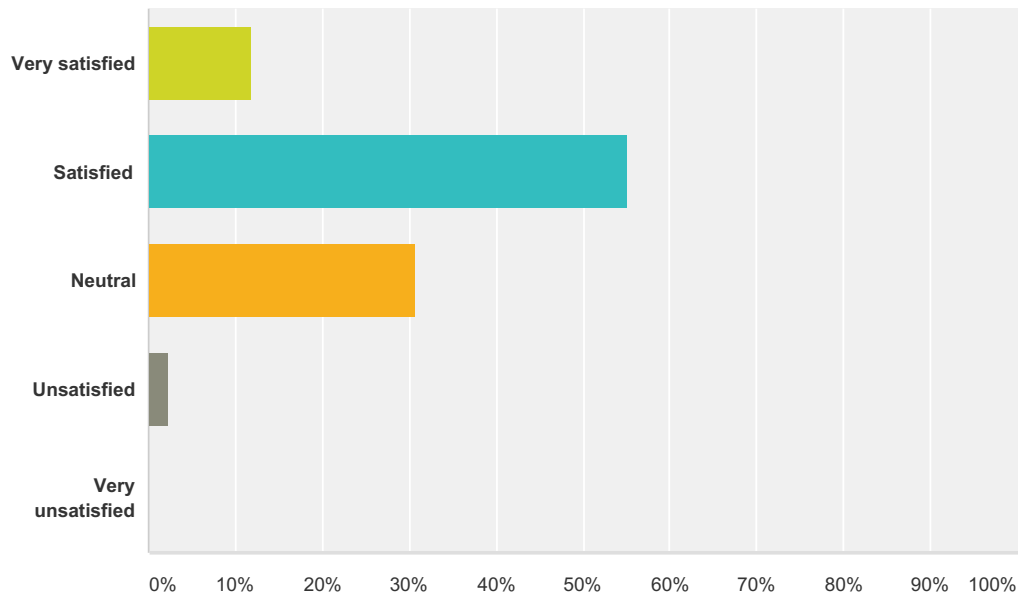
Answered: 673 Skipped: 75



Answer Choices	Responses	
Better	23.48%	158
Same	73.55%	495
Worse	2.97%	20
Total		673

Q23 How do you rate Sports & Recreation overall?

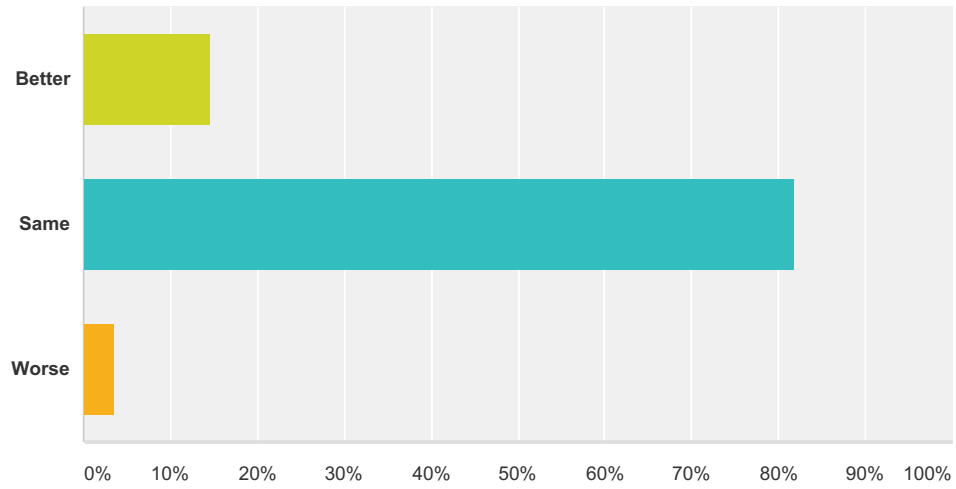
Answered: 701 Skipped: 47



Answer Choices	Responses
Very satisfied	11.98% 84
Satisfied	55.06% 386
Neutral	30.67% 215
Unsatisfied	2.28% 16
Very unsatisfied	0.00% 0
Total	701

Q24 Compared to 2015:

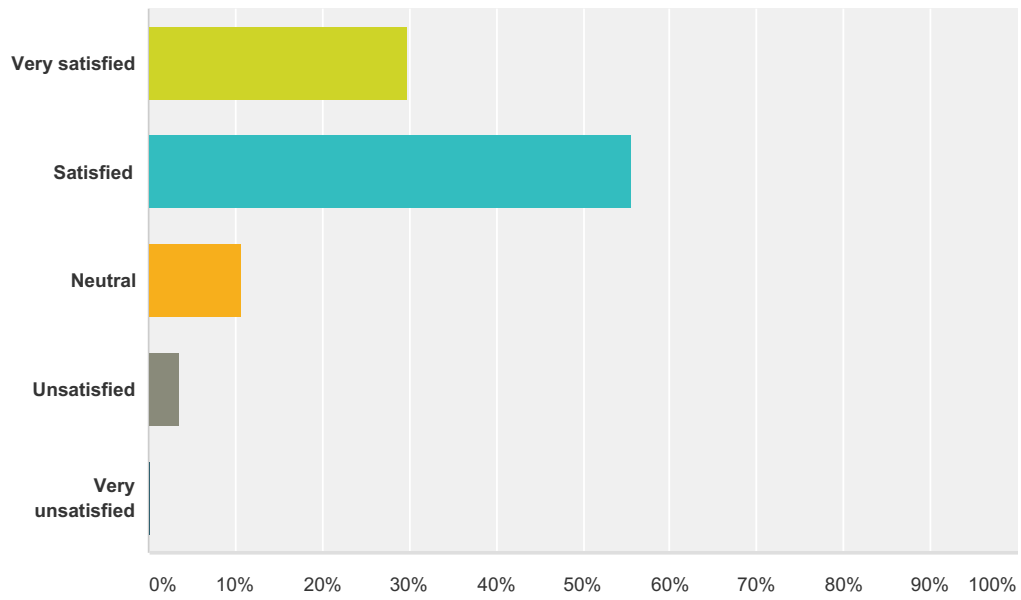
Answered: 671 Skipped: 77



Answer Choices	Responses
Better	14.61% 98
Same	81.82% 549
Worse	3.58% 24
Total	671

Q26 How do you rate cleanliness and upkeep?

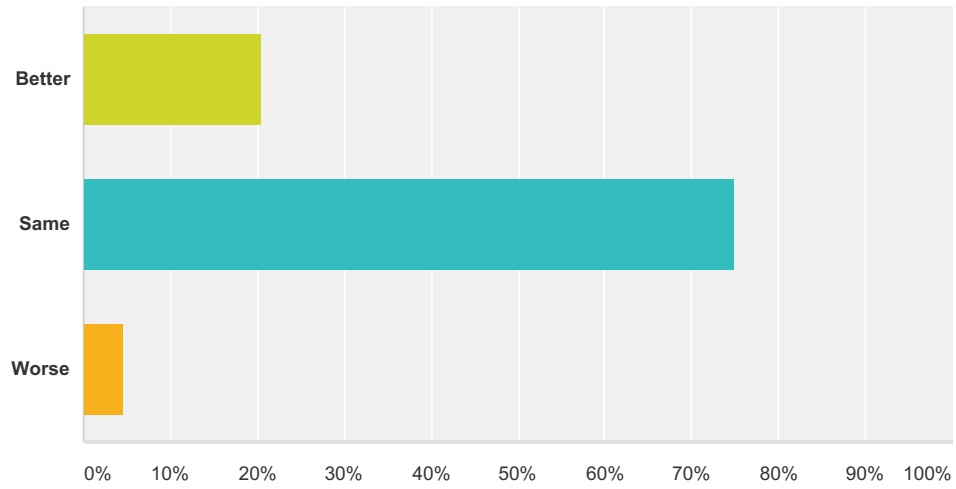
Answered: 715 Skipped: 33



Answer Choices	Responses	Count
Very satisfied	29.93%	214
Satisfied	55.52%	397
Neutral	10.63%	76
Unsatisfied	3.64%	26
Very unsatisfied	0.28%	2
Total		715

Q27 Compared to 2015:

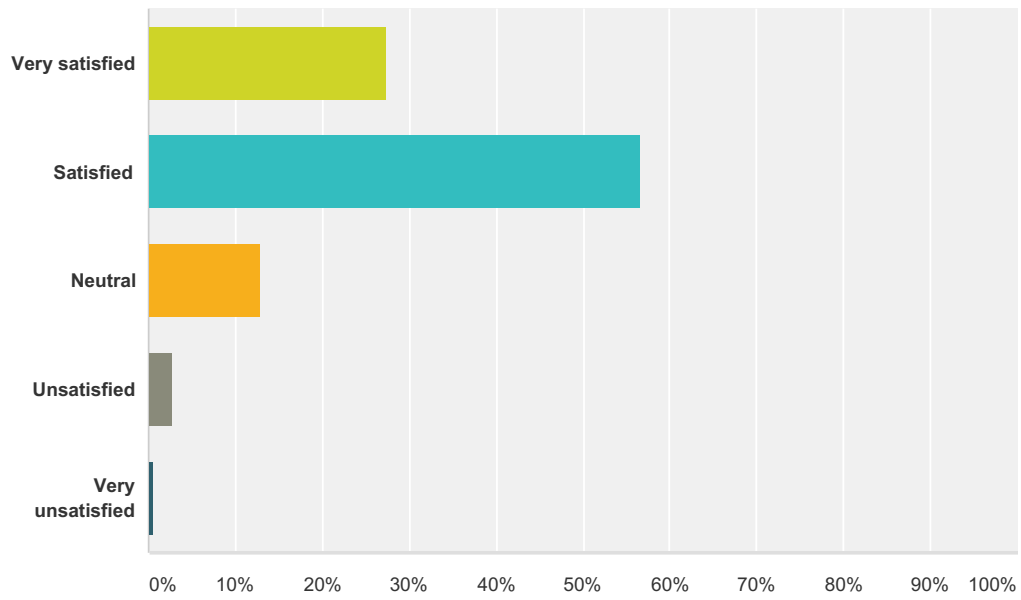
Answered: 696 Skipped: 52



Answer Choices	Responses	
Better	20.55%	143
Same	74.86%	521
Worse	4.60%	32
Total		696

Q29 How do you rate Management's communication effectiveness?

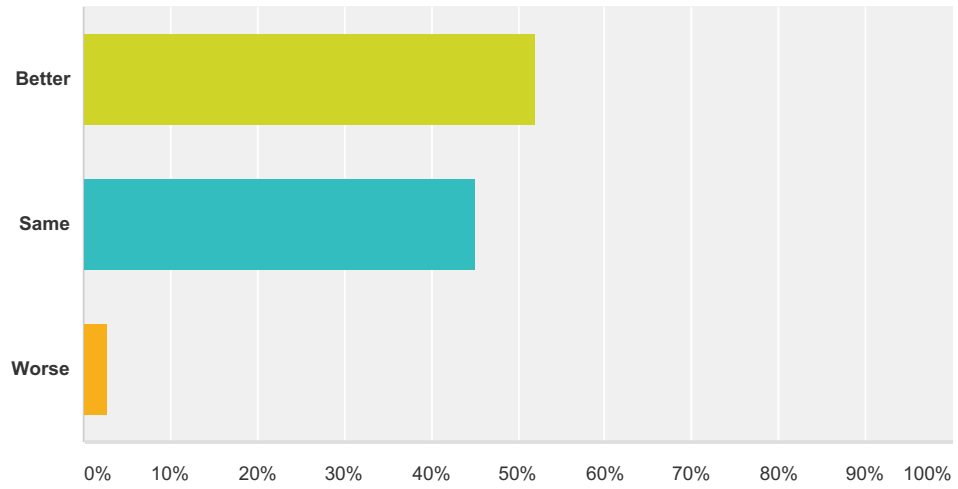
Answered: 713 Skipped: 35



Answer Choices	Responses
Very satisfied	27.35% 195
Satisfied	56.52% 403
Neutral	12.90% 92
Unsatisfied	2.66% 19
Very unsatisfied	0.56% 4
Total	713

Q30 Compared to 2015:

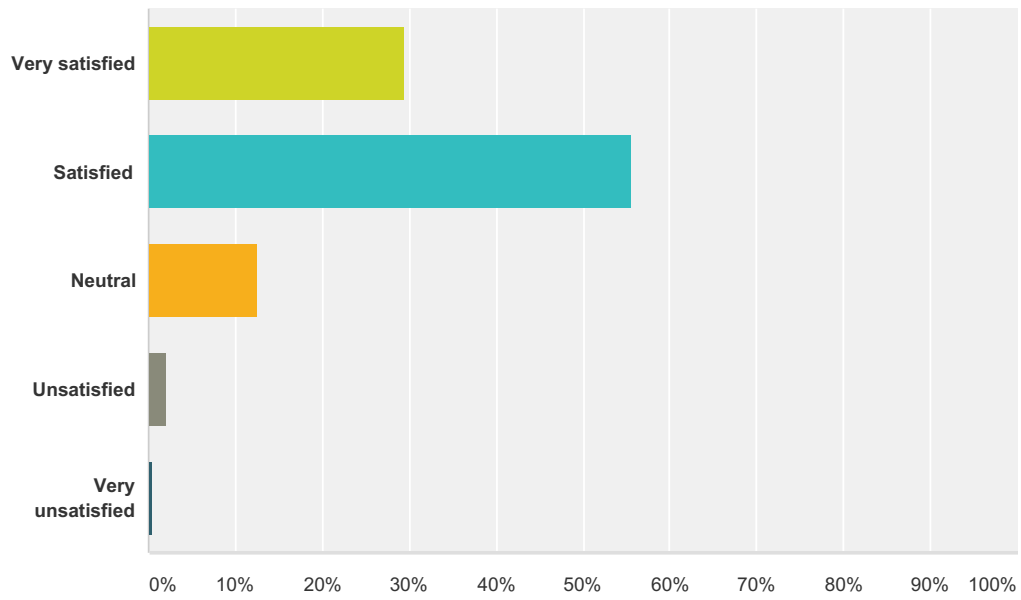
Answered: 695 Skipped: 53



Answer Choices	Responses
Better	52.09% 362
Same	45.18% 314
Worse	2.73% 19
Total	695

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

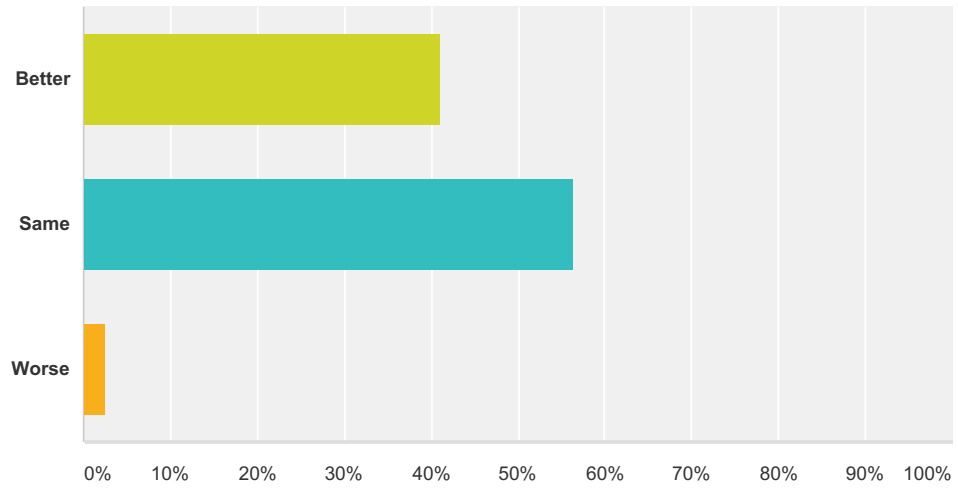
Answered: 706 Skipped: 42



Answer Choices	Responses
Very satisfied	29.46% 208
Satisfied	55.52% 392
Neutral	12.46% 88
Unsatisfied	2.12% 15
Very unsatisfied	0.42% 3
Total	706

Q33 Compared to 2015:

Answered: 687 Skipped: 61



Answer Choices	Responses	
Better	41.19%	283
Same	56.33%	387
Worse	2.47%	17
Total		687