

Toowoomba Golf Club – Members Survey Questionnaire – June 2010

Instructions for completing survey: Please provide a response to questions where required – circle your choice to questions with multiple choices.

No.	Section	Question:
1	Bistro	When did you last dine at Ridges Bar & Bistro? Date:
2	Bistro	How often do you dine at Ridges Bar & Bistro? never - occasionally - once a month - once a week - more than once a week
3	Bistro	If you do not dine at Ridges Bar & Bistro, can you tell us the reason why? do not like the Menu - do not like the food - cost - do not like the ambience
4	Bistro	If you dine at Ridges Bar & Bistro, what days do you generally dine here? Sunday - Monday - Tuesday - Wednesday - Thursday - Friday - Saturday
5	Bistro	How often do you patronise the 19 th hole after a round of golf? never - occasionally - most of the time - after every game
6	Bistro	What is your favourite meal on the current menu? Response:
7	Bistro	What kind of food would you like to see on the menu? Response:
8	Bistro	Would you like to see more social functions at the Club? Yes/No
9	Bistro	The Club is considering a Thursday Trivia Night. Would you participate and attend this type of function? Yes/No
10	Bistro	Would you attend a dinner and dance at the Club? Yes/No
11	Bistro	Would you like to see live entertainment such as musical groups, jazz bands, comedy club or other forms of entertainment? Yes/No If you answered Yes, please provide your preferred choice(s):
12	Bistro	Would you attend the Club if there were themed nights for dinner? Yes/No
13	Bistro	Please indicate how you find the prices on the current menu compared to other restaurants? good value - reasonable - comparable to other restaurants - expensive
14	Bistro	How would you rate the service that you receive from the Food and Beverage staff? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
15	Bistro	The Club is considering opening the Ridges Bar & Bistro on additional nights in the future. How many nights would you like to see it open? 2 nights - 3 nights - 4 nights - 5 nights - 6 nights - 7 nights
16	Bistro	Are you aware that Ridges Bar & Bistro is open seven days a week for lunch & brunch on Sundays? Yes/No

No.	Section	Question:
17	Bistro	How interested are you to see and attend special functions here at the Club? very interested - interested - not interested
18	Bistro	Would you attend a Dinner and Show, such as a Frank Sinatra, Dean Martin, Elvis Presley, Abba or a Beatles tribute show? Yes/No
19	Bistro	The Club is considering a Melbourne Cup Lunch. Would you support and attend the function? Yes/No
20	Bistro	The Club is considering a themed dinner night once a week. Are you interested and would you support an Italian theme night? Yes/No
21	Bistro	Are you interested and would you support an Asian theme night? Yes/No
22	Bistro	Are you interested and would you support a German theme night? Yes/No
23	Bistro	Are you interested and would you support a French theme night? Yes/No
24	Bistro	Would you like to see more family dining and buffet types of meals? Yes/No
25	Golf	What improvements would like to see done on the golf course? Response:
26	Golf	Are you interested in volunteering to look after a garden on the golf course as part of the golf course beautification program? Yes/No
27	Golf	What is your current handicap? Response:
28	Golf	What is your opinion on the change of nines? satisfied - not concerned - not satisfied
29	Golf	How would you rate the service you receive from the Golf Professional? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
30	Golf	How would you rate the service you receive from the other Pro Shop staff? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
31	Golf	How would you rate the organisation of competitions? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
32	Golf	How satisfied are you with the fixture program/calendar of competitions? disappointed - not satisfied - satisfied - very satisfied
33	Golf	What additional information would you like to see in the fixture program? None - <u>or</u> - the following information should be considered:

No.	Section	Question:
34	Golf	How would you rate the following aspects of the golf course? <ul style="list-style-type: none"> The tees? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
35	Golf	<ul style="list-style-type: none"> The greens? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
36	Golf	<ul style="list-style-type: none"> The fairways? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
37	Golf	<ul style="list-style-type: none"> The bunkers? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
38	Golf	<ul style="list-style-type: none"> The drainage? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
39	Golf	<ul style="list-style-type: none"> The tee markers and signs? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)
40	Golf	Do you play in golf competitions? Yes/No
41	Golf	How often do you play in golf competitions? none - once a month - once a week - 2 – 3 times per week - daily
42	Golf	The competition fee was recently increased. Are you satisfied with the prize vouchers now being awarded? Yes/No
43	Golf	Are you satisfied with the ball run down? Yes/No
44	Golf	Junior development is an important aspect of the Club. Are you able to volunteer time in order to be a mentor for a Junior member? Yes/No
45	Golf	Are you interested in a parent/child golf day or parent/child golf competition on a Sunday? Yes/No
46	Golf	Are you interested in participating in a Mixed Challenge match with other golf clubs in Brisbane, the Sunshine Coast, the Gold Coast, interstate or overseas? Yes/No
47	Membership	How long have you been a member of the Toowoomba Golf Club? Response:yrs
48	Membership	How many years have you been playing golf? Response:yrs
49	Membership	Do you believe that it is important for all members to support their Club? Yes/No
50	Membership	How would you rate the service that you have received from the office staff? 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

No.	Section	Question:
51	Membership	What is your gender? Male/Female
52	Membership	What is your age group? 25 or less - 26 to 35 - 36 to 45 - 46 to 55 - 56 to 65 - 66 to 75 - 76 and over
53	Membership	How satisfied are you with the Club's communications to members? disappointed - not satisfied - satisfied - very satisfied
54	Membership	How often do you visit the Toowoomba Golf Club website? never - once a month - once a week - 2 – 3 times a week - daily
55	Membership	The Club website will be updated in early August, what information would you like to see included on the website? Response:
56	Membership	The Club is considering the possibility of going "Green" and doing communication through electronic mail. Are you in favour of this? Yes/No
57	Membership	Would you like to see the Club offer the availability to have payment of fees, events and other types of functions through direct debit, B Pay or other methods? Yes/No Your first choice:
58	Membership	How is the Club doing in providing social events for members? 1 (poor) - 2 (fair) - 3 (good) - 4 (very good) - 5 (excellent)
59	Membership	What additional future improvements (if any) would you like to see the Club consider? Response:
60	Membership	Are there any specific policies you would like to see the Club review? Response:
61	Membership	How do you support the Club? (Circle all that apply) Play golf - Dine at Club - Meet friends for drinks at Club Use Club for Seminars/meetings - Corporate Sponsor - Other
62	Membership	What is the best method for us to communicate with you? Email - Postal Mail - Pro Shop Notice Board - News Postings/Website Other
63	Membership	If the survey has not touched on a topic that is important to you, please list any additional comments that would enhance your experience at the Toowoomba Golf Club. Response:,

We would like to acknowledge that this is a follow up survey to the one sent out last year. With most of the projects now complete all members are encouraged to provide your candid comments, as your opinions are important to the future planning and success of the Club.

On behalf of the Board of Directors and Management, we thank you for taking the time to complete this survey.

The results of this survey will be announced through a formal notice to the members and will be posted on the website and Club Notice Boards.