

Results for: Chester Golf Club Member Survey 2009

1) Part 1

The Golf Course

The philosophy of the Board of Directors is to continue with the plan to rebuild, enlarge, and create more tees on the course.

1. Agree 2. Somewhat agree 3. Neutral 4. Somewhat disagree
5. Disagree

1	2	3	4	5	Responses	Average Score
132 (58.67%)	46 (20.44%)	34 (15.11%)	7 (3.11%)	6 (2.67%)	225	1.71 / 5 (34.20%)
						1.71 / 5 (34.20%)

2) Do you support the idea to invest money in better quality on-course washrooms.

1. Agree disagree 2. Somewhat agree 5. Disagree 3. Neutral 4. Somewhat

1	2	3	4	5	Responses	Average Score
122 (54.22%)	41 (18.22%)	41 (18.22%)	7 (3.11%)	14 (6.22%)	225	1.89 / 5 (37.80%)
						1.89 / 5 (37.80%)

3) Please rank the order of priority you place on redesign and rebuild these greens.

	Average Score	Responses
Green #1	3.24 / 4	225
Green #2	3.06 / 4	225

Green #5		2.21 / 4	225
Green #13		1.49 / 4	225

4) The philosophy of the Board of Directors is to gradually pave cart paths in strategic areas, primarily around tees and washout areas.

1. Agree
2. Somewhat agree
3. Neutral
4. Somewhat disagree
5. Disagree

1	2	3	4	5	Responses	Average Score
152 (67.56%)	45 (20.00%)	14 (6.22%)	6 (2.67%)	8 (3.56%)	225	1.55 / 5 (31.00%)
						1.55 / 5 (31.00%)

5) Do you feel that the parking lot should be paved?

	Percentage	Responses
Yes	47.2%	103
No	52.8%	115
Total responses:		218

6) The philosophy of the Board of Directors is to develop a plan and to gradually improve the quality of the driving range and practice area, including the installation of practice bunkers and a chipping area.

1. Agree
2. Somewhat agree
3. Neutral
4. Somewhat disagree
5. Disagree

1	2	3	4	5	Responses	Average Score
133 (59.11%)	38 (16.89%)	44 (19.56%)	7 (3.11%)	3 (1.33%)	225	1.71 / 5 (34.20%)
						1.71 / 5 (34.20%)

7) Do we require better yardage identification on the course?

	Percentage	Responses
Yes	40.0%	90
No	60.0%	135
Total responses:		225

8) Please tell us if you have suggestions for on course improvements.

(The last five responses are given)

9) Part 2 The Dining Room / Bar / Beverage Cart

The philosophy of the Board of Directors is to gradually upgrade the Clubhouse restaurant and offer top quality food and service to our members and guests and to the community, at a reasonable price.







1. Agree disagree	2. Somewhat agree 5. Disagree	3. Neutral	4. Somewhat		Responses	Average Score
1	2	3	4	5		
155 (71.10%)	35 (16.06%)	19 (8.72%)	3 (1.38%)	6 (2.75%)	218	1.49 / 5 (29.80%)
						1.49 / 5 (29.80%)

10) Currently, our policy is such that the restaurant is open to the public, in addition to our members and their guests.



1. Agree disagree	2. Somewhat agree 5. Disagree	3. Neutral	4. Somewhat		Responses	Average Score
1	2	3	4	5		
150 (68.81%)	26 (11.93%)	18 (8.26%)	7 (3.21%)	17 (7.80%)	218	1.69 / 5 (33.80%)
						1.69 / 5 (33.80%)

11) Please indicate which restaurant services you use? Please check all that apply.

1. Dining room
2. Bar
3. Beverage Cart
4. Take out window
5. Do not use dining room

		Percentage	Responses
1		27.9	207
2		24.8	184
3		23.1	172
4		15.5	115
5		0.8	6
Other		7.9	59

12) Are you pleased with the recent changes to the dining room?

		Percentage	Responses
Yes		97.7%	210
No		2.3%	5
Total responses:			215

13) If you do not use the restaurant, or beverage cart, please tell us what we can do so that you may use it in the future.

(The last five responses are given)

14) Part 3 The Pro shop and Back shop

The philosophy of the Board of Directors is to offer full proshop services/products to Members/Guests and to generate a small profit to the club.

- | | | | |
|----------------------|----------------------------------|------------|-------------|
| 1. Agree
disagree | 2. Somewhat agree
5. Disagree | 3. Neutral | 4. Somewhat |
|----------------------|----------------------------------|------------|-------------|

1	2	3	4	5	Responses	Average Score
182	20	13	1	1	217	1.24 / 5

(83.87%) (9.22%) (5.99%) (0.46%) (0.46%) (24.80%)

1.24 / 5
(24.80%)

15) I use the following proshop services:

1. Purchase clothing
2. Purchase shoes
3. Purchase balls and accessories
4. Lessons
5. Do not use proshop

	Percentage	Responses
1	30.6	155
2	14.2	72
3	27.3	138
4	16.8	85
5	4.5	23
Other	6.5	33

16) I would attend golf schools and instruction clinics if they were available.

- | | | | |
|----------------------|---------------------------------|------------|-------------|
| 1. Agree
disagree | 2. Somewhat agree
5.Disagree | 3. Neutral | 4. Somewhat |
|----------------------|---------------------------------|------------|-------------|

1	2	3	4	5	Responses	Average Score
62 (28.84%)	51 (23.72%)	74 (34.42%)	6 (2.79%)	22 (10.23%)	215	2.42 / 5 (48.40%)
						2.42 / 5 (48.40%)

17) I can easily book the tee times I like.

- | | | | |
|----------------------|---------------------------------|------------|-------------|
| 1. Agree
disagree | 2. Somewhat agree
5.Disagree | 3. Neutral | 4. Somewhat |
|----------------------|---------------------------------|------------|-------------|

1	2	3	4	5	Responses	Average Score
116 (53.21%)	70 (32.11%)	17 (7.80%)	6 (2.75%)	9 (4.13%)	218	1.72 / 5 (34.40%)
						1.72 / 5 (34.40%)

18) I would like to be able to book my tee times much further in advance than 3 days if I am looking for an afternoon spot.

1. Agree
disagree 2. Somewhat agree
5. Disagree 3. Neutral 4. Somewhat

1	2	3	4	5	Responses	Average Score
68 (31.63%)	36 (16.74%)	68 (31.63%)	14 (6.51%)	29 (13.49%)	215	2.53 / 5 (50.60%)
						2.53 / 5 (50.60%)

19) I use the Website to book my tee times.

	Percentage	Responses
Yes	47.7%	102
No	52.3%	112
Total responses:		214

20) The philosophy of the Board of Directors is to attempt to regulate the pace of play in peak periods. The goal is not to exceed 4.5 Hours.

1. Agree
disagree 2. Somewhat agree
5. Disagree 3. Neutral 4. Somewhat

1	2	3	4	5	Responses	Average Score
177 (83.10%)	19 (8.92%)	5 (2.35%)	7 (3.29%)	5 (2.35%)	213	1.33 / 5 (26.60%)
						1.33 / 5 (26.60%)

21) I would like to see the club hire a Starter, especially for days when there is high green fee traffic.

1. Agree disagree	2. Somewhat agree 5. Disagree	3. Neutral	4.	5	Responses	Average Score
1	2	3	4	5		
87 (39.91%)	47 (21.56%)	47 (21.56%)	12 (5.50%)	25 (11.47%)	218	2.27 / 5 (45.40%)
						2.27 / 5 (45.40%)

22) I am happy with our existing club storage program.

	Percentage	Responses
Yes	92.3%	179
No	7.7%	15
Total responses:		194

23) I would like to see our club take a more "Green" approach and only allow rechargeable electric carts on our course.

1. Agree disagree	2. Somewhat agree 5. Disagree	3. Neutral	4.	5	Responses	Average Score
1	2	3	4	5		
76 (35.51%)	29 (13.55%)	68 (31.78%)	12 (5.61%)	29 (13.55%)	214	2.48 / 5 (49.60%)
						2.48 / 5 (49.60%)

24) Please tell us if you have any suggestions or ideas for the Pro Shop and / or Back Shop (Downstairs Proshop)

(The last five responses are given)

25) Part 4 Financial

I support the Club's intention of creating a Capital Fund, to help finance future capital projects.

1. Agree 2. Somewhat agree 3. Neutral 4. Somewhat disagree
5. Disagree

1	2	3	4	5	Responses	Average Score
122 (58.37%)	43 (20.57%)	35 (16.75%)	5 (2.39%)	4 (1.91%)	209	1.69 / 5 (33.80%)
						1.69 / 5 (33.80%)

26) Clubhouse. Last August at the AGM, there was discussion about the future of clubhouse and dining room. A structural engineer was hired to do an assessment of the building in October, which turned out to be positive. Based on that report, the Board of Directors authorized a kitchen renovation and deck extension, for the 2009 season. However, the fact remains that we have an aging structure, that some day may have to be replaced. We would like have your opinion. Would you favor







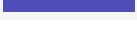
1. Renovating the building, room by room, as finances permit
2. Leave it as it is
3. Design and build a new facility

	Percentage	Responses
1	52.1	110
2	11.8	25
3	10.9	23
Other	25.1	53
Total responses:		211

27) Please indicate in what order (1 being most important, 7 the least) you would prioritize the following capital projects:

1. Build additional Tees
2. Clubhouse Replacement
3. On Course Washrooms
4. Pave Parking Lot

- 5. Pave more cart paths
- 6. Rebuild Greens
- 7. Redesign and rebuild our bunker system



		Average Score	Responses
1		3.65 / 7	205
2		5.48 / 7	207
3		3.54 / 7	208
4		4.54 / 7	208
5		3.94 / 7	205
6		2.90 / 7	205
7		3.91 / 7	203
		3.91 / 7	

28) Do you have any ideas or suggestions regarding the Golf Club that you have not yet offered?



(The last five responses are given)

29) Part 5 Playing the Course

Do you participate in Club Tournaments?

		Percentage	Responses
Yes		62.2%	130
No		37.8%	79
		Total responses:	209

30) If male, do you play on Men's Night?

		Percentage	Responses
Yes		44.3%	66
No		55.7%	83
		Total responses:	149

31) If female, do you play on Women's Day?

	Percentage	Responses
Yes	46.3%	38
No	53.7%	44
Total responses:		82

32) The Board of Directors support the policy of charging nominal entry fees for club tournaments, all of which is used to purchase prizes for the winners.

1. Agree Disagree 2. Somewhat agree 3. Neutral 4. Somewhat disagree 5.

1	2	3	4	5	Responses	Average Score
135 (64.90%)	28 (13.46%)	34 (16.35%)	4 (1.92%)	7 (3.37%)	208	1.65 / 5 (33.00%)
						1.65 / 5 (33.00%)

33) If you answered "No" to any of the above, would you share with us some ideas that we might use to encourage you to participate in the above?

(The last five responses are given)

34) Part 6 How are we doing?



If there is anything you would like changed at the club, what would it be?

(The last five responses are given)

35) Are we doing anything you would like us to stop doing?

(The last five responses are given)

36) Would you be interested in sitting on a committee or serving as a member of the Board of Directors?

		Percentage	Responses
Yes		25.0%	36
No		75.0%	108
		Total responses:	144

Thank you for completing this survey!