

BOCKING VILLAGE CLUB USER SATISFACTION SURVEY



The committee is seeking the views of users of the club, both members and non members, to look at what they would like the club to provide.

It is hoped that honest and candid views will be given. This will enable the committee and club to move forward and provide a range of activities that will become more appealing to a wider audience.

All survey forms will be treated as confidential and the results presented to the committee prior to presentation at the AGM in March 2012.

USE OF THE CLUB:

Are you a member/non-member. Do you think the cost of membership is reasonable? YES/NO

How often do you visit the club?

Daily	Weekly	Fortnightly	Monthly	Special events only	Rarely
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If you were a member but has let their membership lapse what are the reasons for this?

If you do not, or rarely, use the club why not?

What could be done so as you would use the club more frequently?

MANAGEMENT AND THE COMMITTEE:

Do you feel the management and committee perform well and meet the needs of the members?

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
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Comments:

ACTIVITIES AT THE CLUB:

Current activities include bingo, snooker, poker, darts, crib, dominoes, 100 club, free wifi, sky sports on TV and large screen.

Suggestions for further activities:

CATERING:

Do you use the restaurant? YES/NO

How often?

Weekly	Fortnightly	Monthly	Special events only	Rarely
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If you use the restaurant:

How do you rate	Excellent	Good	Average	Poor	Very poor
Quality of service					
Menu choice					
Price					
Wine list					

If you do not use the restaurant, why not?

Use this space to suggest any improvements we could make e.g. menu, opening times etc

THE BAR:

How do you rate	Excellent	Good	Average	Poor	Very poor
Overall view					
Service					
Bar Staff					
Range of drinks					
Price of drinks					

Additional comments:

ENTERTAINMENT:

	Excellent	Good	Average	Poor	Very poor
How do you rate the current entertainment					

Would you be prepared to	Yes	No
Pay for entertainment		
Purchase 50/50 raffle ticket To help fund the evenings		

What entertainment would you like to see provided?

SNOOKER:

It has been suggested that one of the snooker tables be removed and replaced by pool table(s)

Do you think that this is a good idea? Yes/no

FUNCTION ROOM HIRE:

Are you aware that the Village Hall is available to hire for weddings, parties, functions etc? Yes/no

Are you aware that we offer free hire of the hall for charity events on Friday evenings? Yes/no

MEMBERSHIP

GENERAL COMMENTS:

What changes or improvements do you think should take place to improve the club?

CONTACT AND COMMUNICATION:

Would you like to receive regular notifications and updates of activities, entertainment etc taking place at the club on a regular basis by e-mail or texts? Yes/no

If yes please complete the box below with either e-mail address or mobile number for texts.

If no I would appreciate completion the box below so that I can contact you if further clarification IS needed.

Name	
E-mail address	
Mobile number	

I AGREE THAT THIS INFORMATION CAN BE USED FOR COMMUNICATION PURPOSES ONLY YES/NO

THIS INFORMATION WILL BE TREATED AS STRICTLY CONFIDENTIAL BY MYSELF, BILL DEVENISH, AND NOT RELEASED TO ANY OTHER PERSON.

PLEASE PLACE COMPLETED FORMS IN THE BALLOT BOXES NEAR THE BAR BY MONDAY 6 FEBRUARY.