



MEMBER & GUEST SURVEY

To preserve confidentiality for your responses we are requiring you provide your name and/or membership number on this sheet only. This is done to insure your responses are completely anonymous.

One survey for each Member or Guest.

Name: _____
 Member Guest - Non-Member

And/Or

Member #: _____
(See Membership ID Tag)

Welcome to our Survey!

Thanks for agreeing to fill out this survey. It will provide BTC's Board with measurable information on your satisfaction on several aspects of our Club. Our goal is to use the information to improve the quality of services at the Club.

Be assured the information gathered will be kept in the strictest confidentiality and will not be shared or sold to any organization or group.

The survey should take 3-8 mins (depending on comments you may have).

Return the Survey to the Reservation Desk's Survey Box by 5th August 2018



MEMBER & GUEST SURVEY

BTC is seeking Member and Guest satisfaction feedback with our Club and its Services. Results help guide our commitment towards continued quality improvement. Thank you for taking the time to fill-out this survey.

Rate (Very Dissatisfied) 1 –2–3–4–5 (Very Satisfied)

Rate & Comment on the following aspects of the Club

Club Amenities (A/C & Heat in Lounge, TV, Seating, Ice, Filtered water, Photos displays etc)

① ② ③ ④ ⑤ _____

Locker Facility (Lockers & Showers)

① ② ③ ④ ⑤ _____

Toilet Facility

① ② ③ ④ ⑤ _____

Court Up-keep (Nets, score tenders)

① ② ③ ④ ⑤ _____

Reservation Staff Customer Service

① ② ③ ④ ⑤

(you may provide additional comments below)

Landscaping

① ② ③ ④ ⑤ _____

Surrounds & Maintenance (lighting, trash, shade)

① ② ③ ④ ⑤ _____

Court Availability

① ② ③ ④ ⑤ _____

On-Line Reservations

① ② ③ ④ ⑤ _____

Activities offered (Free Tennis Clinics, Turkey Shoot, Guest day, Aviator & Padre Outings)

① ② ③ ④ ⑤ _____

Club Management (Issue Resolution, BTC Sanctioned Tournament, Daily processes & issues)

① ② ③ ④ ⑤ _____

Club Communication (newsletter, weekly e-mails)

① ② ③ ④ ⑤ _____

Leagues Participants (WTT, USTA, Ladders, Day & Evening Groups)

① ② ③ ④ ⑤ _____

Community Events (Tennis Fest, Wounded Warriors Programs, Holiday Gift Drive, Donation Opportunities)

① ② ③ ④ ⑤ _____

How many times do you play at the Club

Everyday 1/ week 2-4/week 1/month 2-4/month



MEMBER & GUEST SURVEY

Rate & Comment on the following aspects of Griffin Tennis Services.

Adult Clinics (Indicate which Day & Time you Attend): _____

① ② ③ ④ ⑤ _____

Price Point / Value for Adult Clinic

① ② ③ ④ ⑤ _____

Quality of balls used for Clinics/Lesson

① ② ③ ④ ⑤ _____

Quality of ball-hoppers for Clinics/Lesson

① ② ③ ④ ⑤ _____

Quality of ball-machine

① ② ③ ④ ⑤ _____

Kids Clinics

① ② ③ ④ ⑤ _____

Price point - Value for Kids Clinic

① ② ③ ④ ⑤ _____

Teaching Pros (if you have taken lesson/clinic)

① ② ③ ④ ⑤

(you may provide additional comment below)

Price point - Value for Private Lesson

① ② ③ ④ ⑤ _____

Pro-Shop Customer Service

① ② ③ ④ ⑤ _____

Pro-Shop Merchandise

① ② ③ ④ ⑤ _____

Pro-Shop Stringing Services

① ② ③ ④ ⑤ _____

Pro-Shop Staff Expertise

① ② ③ ④ ⑤ _____

