

QUEEN MARY SAILING CLUB MEMBERS FEEDBACK

(% EXCELLENT OR GOOD)

	2016	2015	2014	2013	2012	2011	2010	2009
<u>Facilities</u>								
Facilities available in the Clubhouse	85	85	86	80	89	88	82	82
Facilities available in the Boat Park	76	70	67	64	75	77	68	56
Facilities available to Windsurfers	73	74	54	65	38	57	69	50
Equipment available to Club members	73	83	65	72	58	73	66	53
Opening Hours	87	82	89	74	77	83	86	76
<u>Catering</u>								
Catering Choice	60	68	63	63	46	70	50	58
Catering Value for Money	61	59	53	49	53	69	54	59
Catering Opening Hours	60	60	54	54	49	53	33	50
Catering Quality of Food	67	70	63	63	51	70	48	67
Catering Overall Level of Service	68	78	67	67	54	69	62	75
<u>Staff</u>								
Expertise	94	96	97	91	94	99	92	95
Helpfulness	95	98	95	91	99	99	91	94
Friendliness	96	100	95	92	95	98	88	93
<u>Club Racing</u>								
Race Management	94	94	98	86	94	91	75	79
Safety Service Provision	93	91	94	93	90	93	84	85
Courses Set	86	82	90	91	88	85	67	67
Frequency of Racing	94	91	89	93	85	91	74	73
Variety of Racing Programme	87	79	81	81	79	80	59	54
<u>Training Courses</u>								
Instruction	95	100	93	93	91	94	90	96
Equipment	91	100	94	82	95	91	82	77
Booking Process	95	77	80	88	86	89	83	82
Value for Money	86	93	70	85	86	77	59	53
%								
Extremely	27	19	25	23	20	26	23	15
Very	45	58	52	37	48	49	52	60