

QUEEN MARY SAILING CLUB MEMBERS FEEDBACK

(% EXCELLENT OR GOOD)

	2017	2016	2015	2014	2013	2012	2011	2010	2009
<u>Facilities</u>									
Facilities available in the Clubhouse	82	85	85	86	80	89	88	82	82
Facilities available in the Boat Park	80	76	70	67	64	75	77	68	56
Facilities available to Windsurfers	68	73	74	54	65	38	57	69	50
Equipment available to Club members	75	73	83	65	72	58	73	66	53
Opening Hours	89	87	82	89	74	77	83	86	76
<u>Catering</u>									
Catering Choice	57	60	68	63	63	46	70	50	58
Catering Value for Money	72	61	59	53	49	53	69	54	59
Catering Opening Hours	69	60	60	54	54	49	53	33	50
Catering Quality of Food	61	67	70	63	63	51	70	48	67
Catering Overall Level of Service	62	68	78	67	67	54	69	62	75
<u>Staff</u>									
Expertise	98	94	96	97	91	94	99	92	95
Helpfulness	90	95	98	95	91	99	99	91	94
Friendliness	90	96	100	95	92	95	98	88	93
<u>Club Racing</u>									
Race Management	95	94	94	98	86	94	91	75	79
Safety Service Provision	94	93	91	94	93	90	93	84	85
Courses Set	93	86	82	90	91	88	85	67	67
Frequency of Racing	98	94	91	89	93	85	91	74	73
Variety of Racing Programme	93	87	79	81	81	79	80	59	54
<u>Training Courses</u>									
Instruction	100	95	100	93	93	91	94	90	96
Equipment	100	91	100	94	82	95	91	82	77
Booking Process	81	95	77	80	88	86	89	83	82
Value for Money	85	86	93	70	85	86	77	59	53
%									
Extremely	20	27	19	25	23	20	26	23	15
Very	51	45	58	52	37	48	49	52	60