

## QUEEN MARY SAILING CLUB MEMBERS FEEDBACK

(% EXCELLENT OR GOOD)

|                                       | 2018      | 2017      | 2016      | 2015      | 2014      | 2013      | 2012      | 2011      | 2010      |
|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b><u>Facilities</u></b>              |           |           |           |           |           |           |           |           |           |
| Facilities available in the Clubhouse | 79        | 82        | 85        | 85        | 86        | 80        | 89        | 88        | 82        |
| Facilities available in the Boat Park | 75        | 80        | 76        | 70        | 67        | 64        | 75        | 77        | 68        |
| Facilities available to Windsurfers   | 62        | 68        | 73        | 74        | 54        | 65        | 38        | 57        | 69        |
| Equipment available to Club members   | 69        | 75        | 73        | 83        | 65        | 72        | 58        | 73        | 66        |
| Opening Hours                         | 85        | 89        | 87        | 82        | 89        | 74        | 77        | 83        | 86        |
| <b><u>Catering</u></b>                |           |           |           |           |           |           |           |           |           |
| Catering Choice                       | 61        | 57        | 60        | 68        | 63        | 63        | 46        | 70        | 50        |
| Catering Value for Money              | 58        | 72        | 61        | 59        | 53        | 49        | 53        | 69        | 54        |
| Catering Opening Hours                | 64        | 69        | 60        | 60        | 54        | 54        | 49        | 53        | 33        |
| Catering Quality of Food              | 66        | 61        | 67        | 70        | 63        | 63        | 51        | 70        | 48        |
| Catering Overall Level of Service     | 74        | 62        | 68        | 78        | 67        | 67        | 54        | 69        | 62        |
| <b><u>Staff</u></b>                   |           |           |           |           |           |           |           |           |           |
| Expertise                             | 95        | 98        | 94        | 96        | 97        | 91        | 94        | 99        | 92        |
| Helpfulness                           | 97        | 90        | 95        | 98        | 95        | 91        | 99        | 99        | 91        |
| Friendliness                          | 96        | 90        | 96        | 100       | 95        | 92        | 95        | 98        | 88        |
| <b><u>Club Racing</u></b>             |           |           |           |           |           |           |           |           |           |
| Race Management                       | 96        | 95        | 94        | 94        | 98        | 86        | 94        | 91        | 75        |
| Safety Service Provision              | 89        | 94        | 93        | 91        | 94        | 93        | 90        | 93        | 84        |
| Courses Set                           | 86        | 93        | 86        | 82        | 90        | 91        | 88        | 85        | 67        |
| Frequency of Racing                   | 93        | 98        | 94        | 91        | 89        | 93        | 85        | 91        | 74        |
| Variety of Racing Programme           | 87        | 93        | 87        | 79        | 81        | 81        | 79        | 80        | 59        |
| <b><u>Training Courses</u></b>        |           |           |           |           |           |           |           |           |           |
| Instruction                           | 92        | 100       | 95        | 100       | 93        | 93        | 91        | 94        | 90        |
| Equipment                             | 93        | 100       | 91        | 100       | 94        | 82        | 95        | 91        | 82        |
| Booking Process                       | 93        | 81        | 95        | 77        | 80        | 88        | 86        | 89        | 83        |
| Value for Money                       | 82        | 85        | 86        | 93        | 70        | 85        | 86        | 77        | 59        |
| <b>%</b>                              |           |           |           |           |           |           |           |           |           |
| <b>Extremely</b>                      | <b>20</b> | <b>20</b> | <b>27</b> | <b>19</b> | <b>25</b> | <b>23</b> | <b>20</b> | <b>26</b> | <b>23</b> |
| <b>Very</b>                           | <b>51</b> | <b>51</b> | <b>45</b> | <b>58</b> | <b>52</b> | <b>37</b> | <b>48</b> | <b>49</b> | <b>52</b> |