



2021 Survey Results

Summary

The survey ran from 24 December to 16 January

It sought members' opinions on three key subjects:

- The booking system and availability of courts
- Social tennis sessions
- Bar and social events

It was sent to 473 playing adults (includes parents).

- We had 135 responses.

Overall the survey showed that members were very happy with the club

- See NPS score in last slide

Slides 3 to 7 document the committee's conclusions and actions.

The detailed results start on slide 9

Conclusions and Actions

Booking system

- The booking system was reviewed positively by the vast majority of members and will remain in its current form.

Several members commented that they saw courts booked by members or coaches that were not occupied

- Members are reminded that they should cancel court bookings when they are no longer needed.
- We will implement automatic email reminders at the start of each day to all people who have made bookings that day with easy way to cancel if the court is no longer needed.
- We will review coaching court bookings to try and ensure only courts that are genuinely needed are shown on the booking system.

Conclusions and Actions

Saturday Social Tennis

The survey results showed a fairly even split between people preferring the fixed/sign-up format and those wanting a return to a 'drop-in' basis. We will accommodate both formats, which requires little change to the current set-up.:

- Sign-up basis for the first session from 2.00pm to 3.30pm.
- Drop-in basis from 3.30pm. No sign-up needed.
- Ollie will arrange the pairings for the sign-up sessions and the first round of games for the drop-in session.
- Players to organise themselves after that:
 - Normal mix-in rules, finish after each set, short sets (tie break at 5-5), sudden death deuce.
- From 2pm to 5pm all courts will be allocated
- From 5pm courts only courts 1, 2, 3, 4 and 5 will be allocated.
- Teas will be provided from 3.45pm.

Conclusions and Actions

Other Social Tennis Sessions

- Playing standard requirements will be reinforced/reminded.
- Ollie will review playing levels of all members, amending them as required.
- Mondays = Improver and intermediate
 - If numbers show that we have a very high number of players rated 'improver', then consider making Mondays for improvers only.
- Wednesdays = Intermediate and advanced.
- Continue to ask players to sign up for all sessions
 - This enables us to monitor attendance and flex court allocations if required.
- From 1 April 2022 4 courts will be allocated for Wednesday evening social
 - Leaves 2 for coaching and 1 for general play.

Conclusions and Actions

Other Social Tennis related

- We will run American tournaments more regularly on Sunday afternoons/bank holidays.
- First one on Easter bank holiday Monday: 18 April

Conclusions and Actions

Bar/Social Activities

Over a third of survey respondents said they would be more likely to use the bar if they had a bar key.















- We will review stock movements to aid a decision on whether to allocate more bar keys.
- Prosecco was the item mentioned most in the comments and will be added to the bar.
- Members should use the bar wherever possible and not bring their own bottles.
- The most popular events per list in survey were:
 - Annual Dinner/Dance
 - Christmas Party
 - Cocktail Evening.

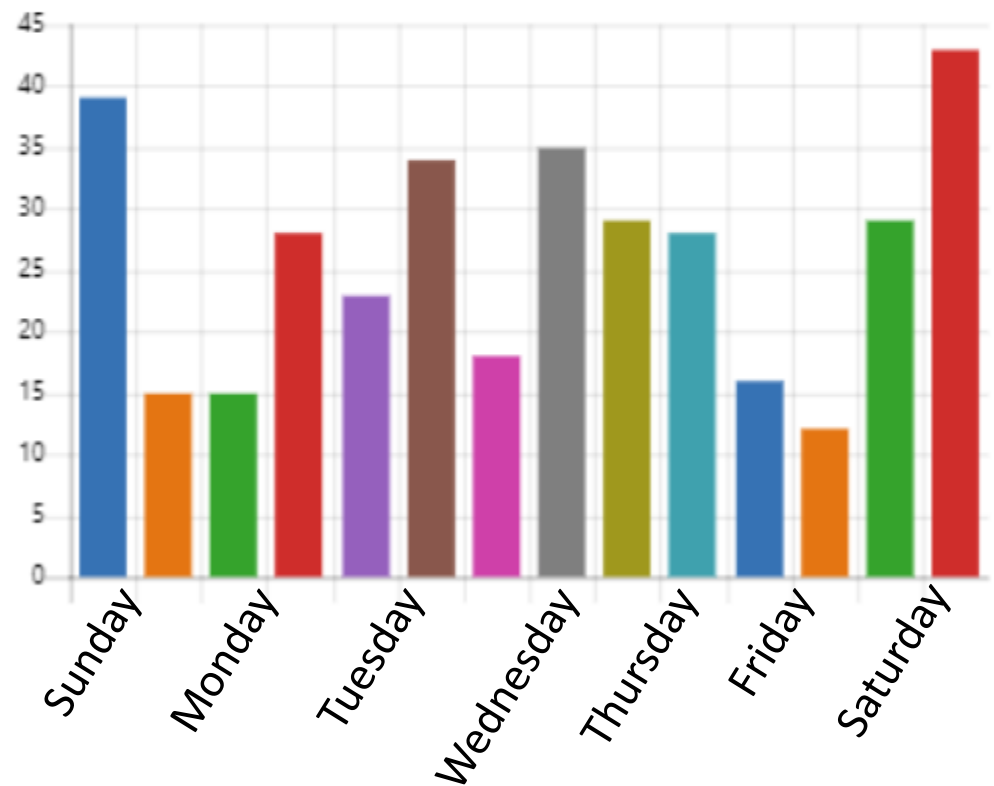


Detailed Results

1. In a typical week, when do you usually play at the club - tick all that apply:

[More Details](#)

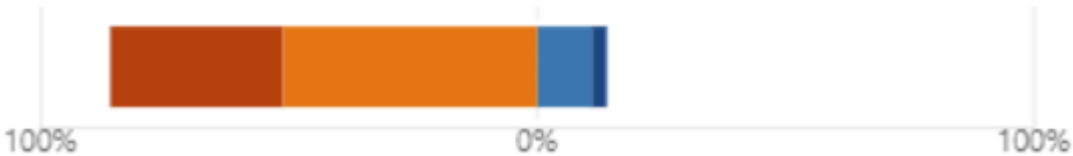
 Sunday morning before 2pm	39
 Sunday afternoon after 2pm	15
 Monday daytime	15
 Monday evening (after 5pm)	28
 Tuesday daytime	23
 Tuesday evening (after 5pm)	34
 Wednesday daytime	18
 Wednesday evening (after 5pm)	35
 Thursday daytime	29
 Thursday evening (after 5pm)	28
 Friday daytime	16
 Friday evening (after 5pm)	12
 Saturday up to 2 pm	29
 Saturday after 2 pm	43



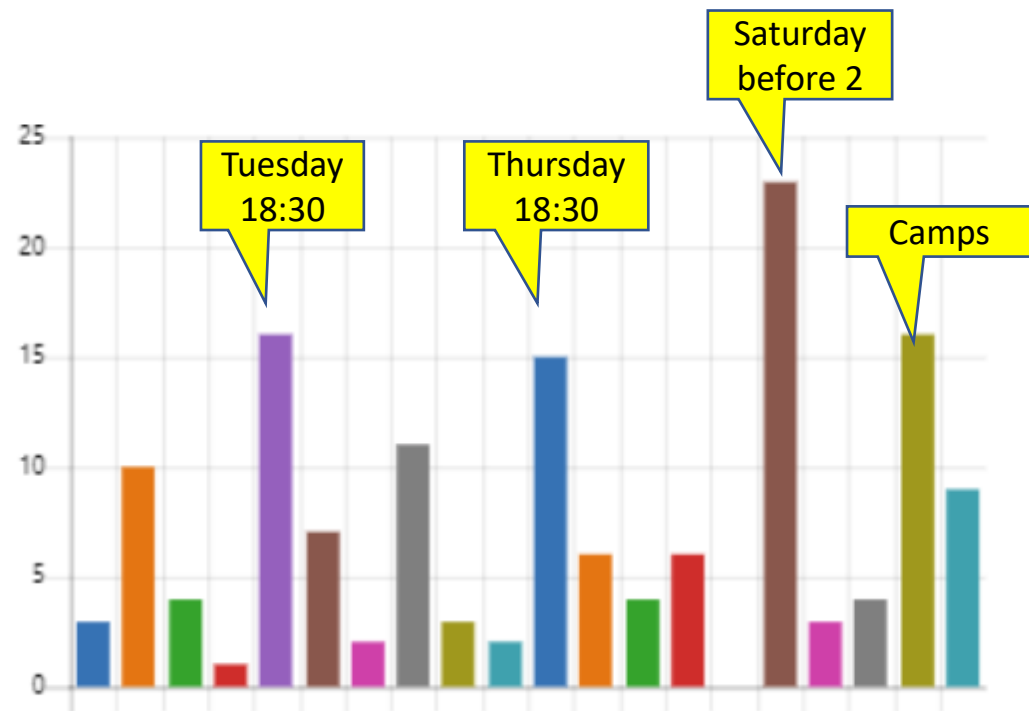
2. How often do you find that courts are unavailable at a time when you want to book?

■ Never ■ Occasionally - once a month or less ■ Regularly - 2 or 3 times a month ■ Frequently - most weeks

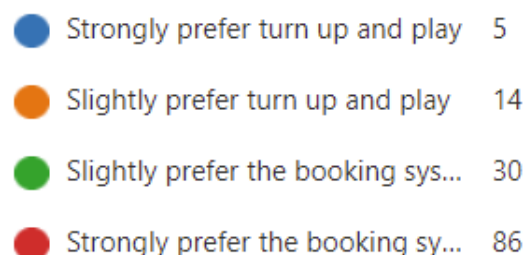
Court unavailable



Monday 18:30	10
Monday 20:15	4
Tuesday 17:00	1
Tuesday 18:30	16
Tuesday 20:15	7
Wednesday 17:00	2
Wednesday 18:30	11
Wednesday 20:15	3
Thursday 17:00	2
Thursday 18:30	15
Thursday 20:15	6
Friday 17:00	4
Friday 18:30	6
Friday 20:15	0
Saturday before 14:00	23
Saturday after 17:00	3
Sunday after 14:00	4
Weekdays when junior camps ...	16
Other	9



4. Pre-Covid, court usage was mainly on a 'turn-up and play if there is a court available' basis with no booking facility in place. Which system do you prefer?



5. Please rate how easy you find the booking system to use.

135

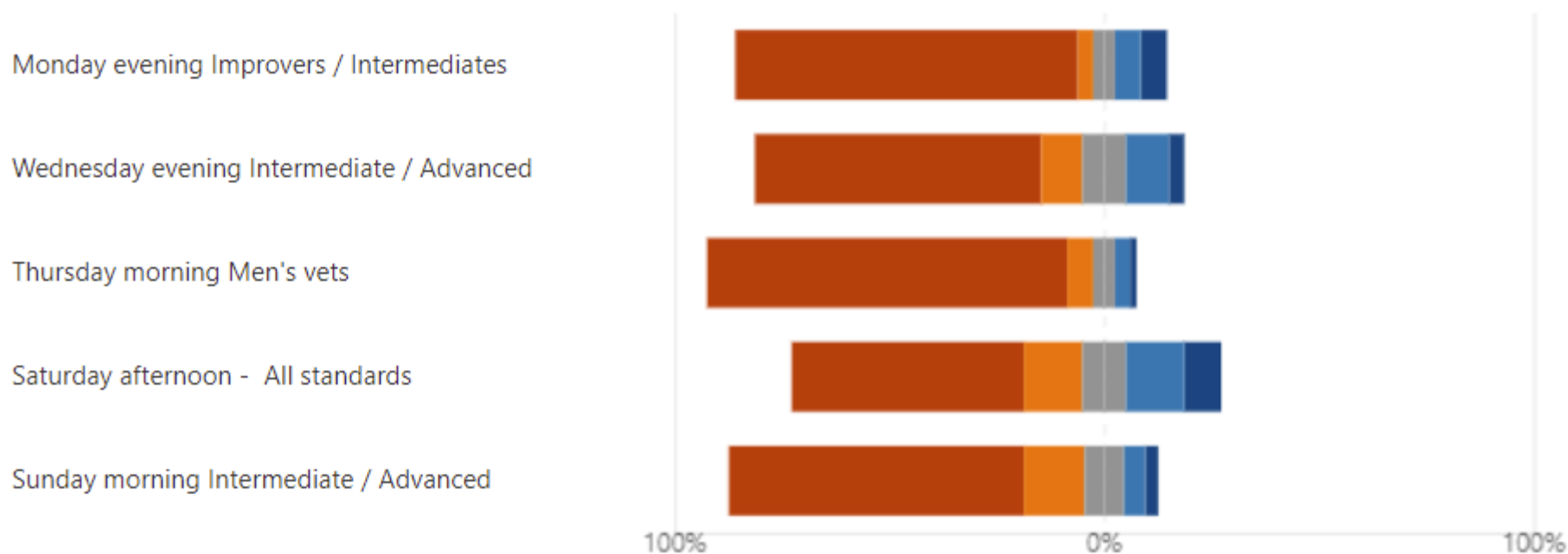
Responses



4.71 Average Rating

7. In a typical month, how many times do you attend these social tennis sessions?

■ Never ■ Once ■ Twice ■ 3 times ■ 4 times

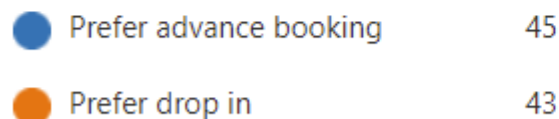


8. Have you ever played, or do you intend to play, in Saturday afternoon social?

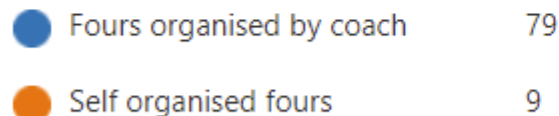


Questions 9 to 11 were only answered by the 88 respondents who answered Yes

9. Do you prefer the current format of 'booking in advance' and limiting the first session to 28 players, or the pre-Covid 'drop-in' format where players can come and go as they please but may have to wait for courts to be available?



10. Which format do you prefer?



11. Which timing do you prefer?

- Fixed time slots – everyone ch... 44
- Change when your set is com... 44



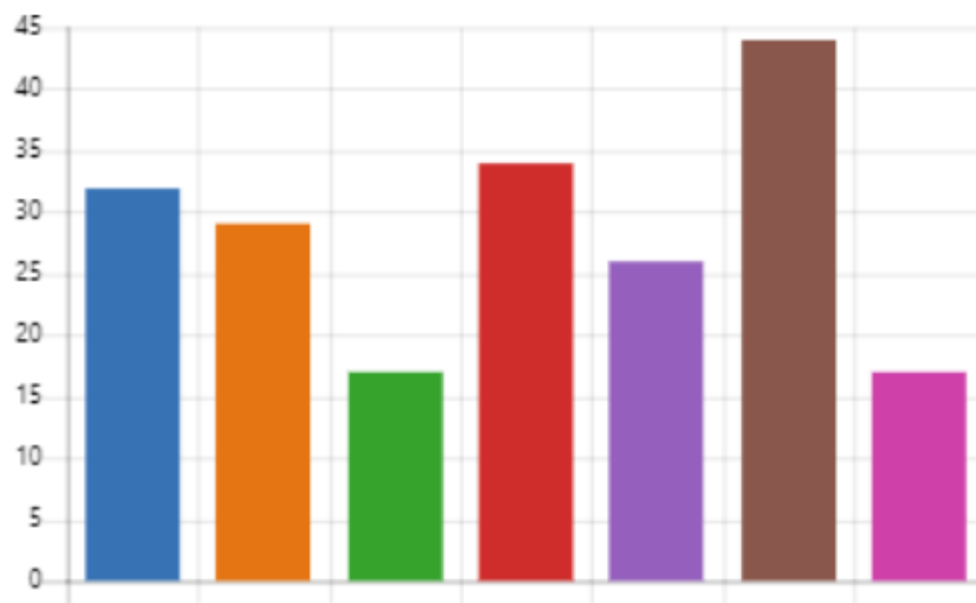
12. With the current 'booking in advance' format, which time slot do you prefer to play

- 2 to 3.30 pm 68
- 3.30 to 5 pm 20

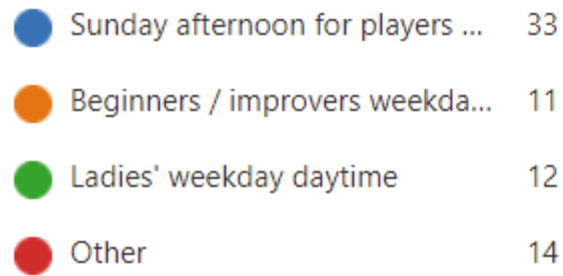


14. Monday and Wednesday evening social tennis sessions are not as popular as they have been in the past. Which of the following would encourage you to participate more often?

● Stricter enforcement of partici...	32
● No need to book in advance	29
● Managed rota to decide who ...	17
● Play organised by coach or co...	34
● BBQs available (on a bring yo...	26
● None of the above, I do not w...	44
● Other	17



15. Would you be interested in any of the following additional social tennis sessions:



17. How often do you use the clubhouse bar on average?

Frequently (More than once a...	3
Often (Once a week)	10
Regularly (1 to 3 times a mon...	23
Rarely (Less than once a month)	66
Never	33



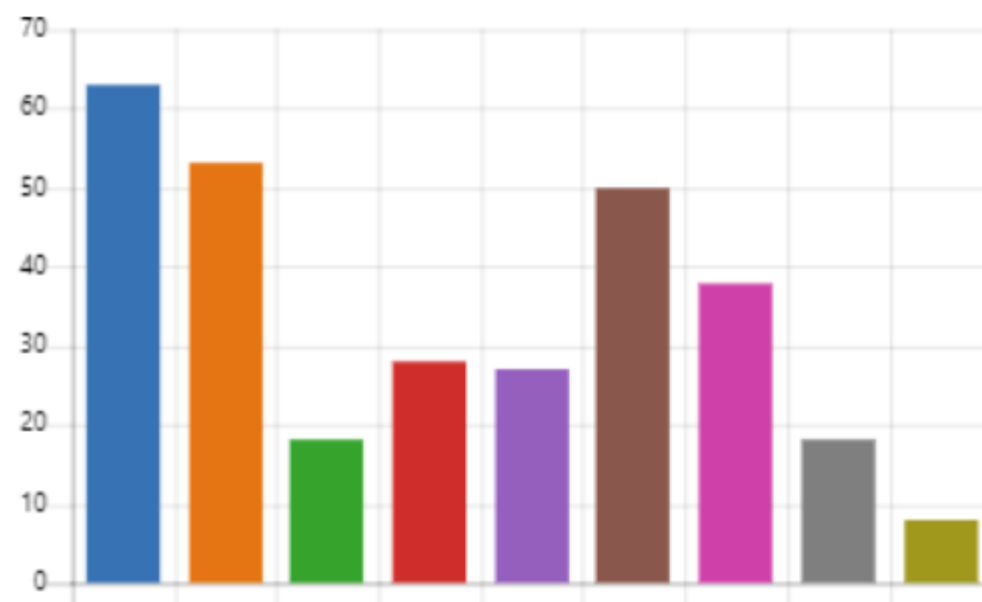
18. Would you be likely to use the bar more often if you were given your own bar key?

Yes	48
No	53
I already have a bar key	34

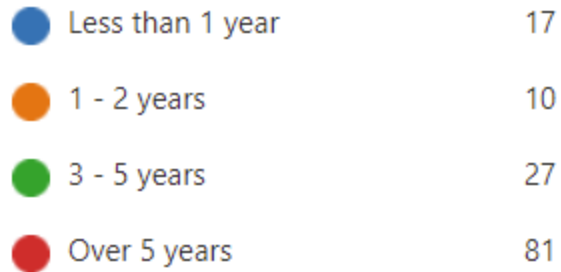


20. Which of these potential social events would you be likely to attend?

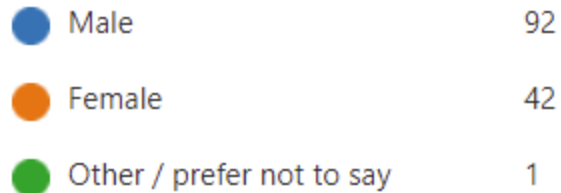
Annual dinner/dance in the cl...	63
Christmas party	53
Fancy dress themed party	18
Burns night celebration	28
Race / games night	27
Cocktail evening	50
Wine / gin tasting	38
St Patricks day event using pr...	18
Other	8



21. How long have you been a club member?



22. Your gender



23. Judge your tennis standard - be realistic!

● Beginner	2
● Improver	31
● Average club player - lower te...	72
● Advanced - higher team player	30



24. Your age

● Under 30	7
● 30 - 49	42
● 50 - 65	55
● Over 65	31



25. Overall, what is your opinion of the club?

Promoters	74
Passives	33
Detractors	0

