



Bishop's Castle Tennis Club

CELEBRATING 100 YEARS

TENNIS CLUB SATISFACTION SURVEY

Hi,

We are aware that the coaching programme this season has not gone as smoothly as we had hoped. So we can ensure that we provide a comprehensive programme that meets the needs of all of our members, we would ask that you complete the questionnaire below and return it electronically or as a paper copy (there will be a box in the Club House) by September 1st.

Please tick the appropriate boxes. You may need to fill in more than one answer.

1. Age Profile

- Under 12
- 12 to 20
- 20 to 40
- 40 to 60
- over 60 years

2. Ability (Please choose ONE answer that is most appropriate)

- Team Player
- Social Player
- Occasional Player
- Junior
- Improver
- Beginner

3. How often do you play? (Please choose ONE answer that is most appropriate)

- More than once per week
- Once per week
- Less than once per week
- Once per month
- Occasionally

4. Have you had coaching?

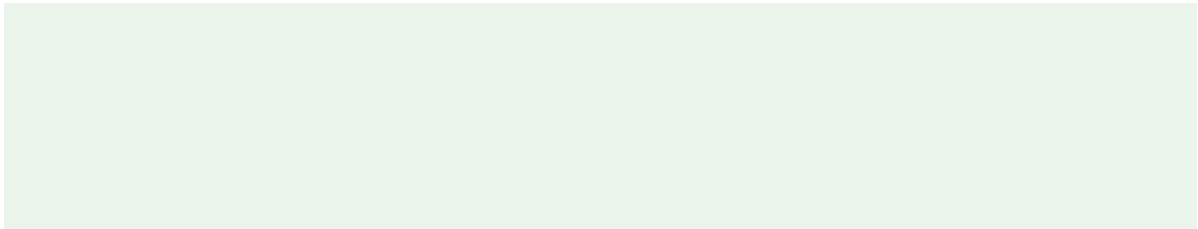
- Yes
- No - Go to question 7

5. If you answered YES to question 4, did it meet your requirements?

Yes

No

6. If the coaching DID NOT meet your requirements, could you give us some feedback on your reasons?



7. Has the cost of coaching been an issue?

Yes

No - Go to question 9

8. If you answered YES to question 7, would a phased payment be more acceptable?

Yes

No

9. Are you aware that bursaries are available for junior coaching?

- Yes
- No

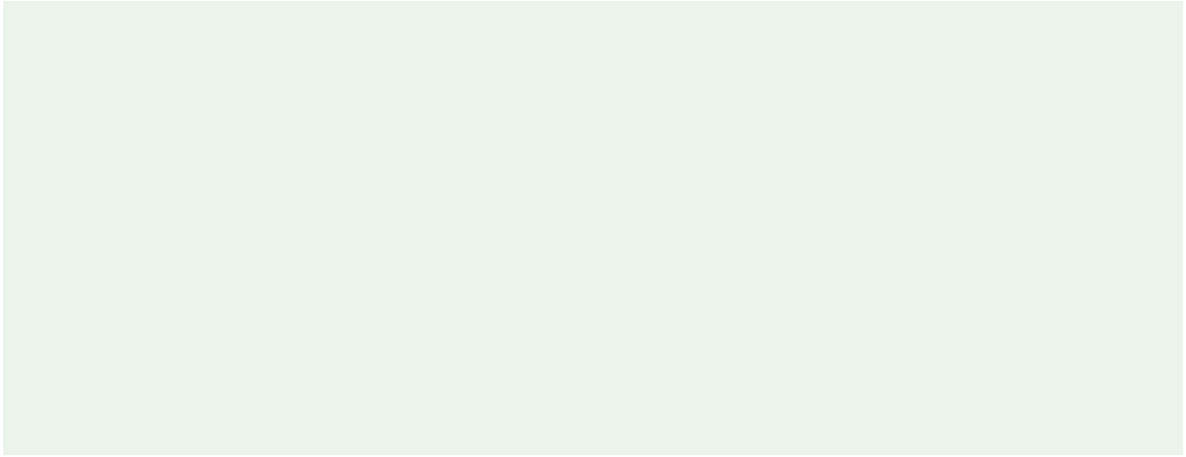
10. What type of coaching would you like us to provide? (Check as many as appropriate).

- Team Training
- Doubles Match Techniques
- Doubles Improvers for Club Players
- Junior Coaching incl, Holiday Camps
- Beginners/Returners
- Individual Coaching
- Shot/Stroke Technique
- Other?

11. When should coaching take place?

- All Year Round
- Spring/Summer/Autumn
- May to Sept only

12. Is there anything else you feel we should consider in order to improve our coaching provision?



Thank you for completing our satisfaction survey. Your feedback is appreciated.