

Tennis Club Member Survey

Your responses will help us ensure that we hire a Tennis Director that can best meet the needs of our membership at the club.
Thank you for participating!

* Required

1. Are you currently a member at the club? *

Mark only one oval.

- ☐ Yes Skip to question 3
☐ No Skip to question 2

Nonmember Details

2. Are you currently on the waiting list for membership at the club? *

Mark only one oval.

- ☐ Yes Skip to question 4
☐ No Skip to question 4

Member Details

3. How long have you been a member at the club? *

Mark only one oval.

- ☐ Less than 1 year
☐ 1-5 years
☐ 5-10 years
☐ More than 10 years

Instruction Usage

4. On average, how often do you participate in instructional programs (lessons, clinics, etc.) at the club? *

Mark only one oval.

- ☐ Less than once per week
☐ 1-3 times per week
☐ More than 3 times per week
☐ I have never received instruction at the club Skip to question 6

Instruction Feedback

5. Please describe your level of satisfaction with the following aspects of instruction at the club. *

Mark only one oval per row.

| | Highly Dissatisfied | Slightly Dissatisfied | Neutral | Slightly Satisfied | Highly Satisfied |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall Instructor Quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Instructor Teaching Ability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pricing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Activities (games, drills, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Facilities (courts, nets, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment (balls, mowers, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Pro Shop Usage

6. How often do you visit the Pro Shop at the club? *

Mark only one oval.

- ☐ Less than once per month
- ☐ 1-3 times per month
- ☐ More than 3 times per month
- ☐ I have never visited the Pro Shop at the club Skip to question 8

Pro Shop Feedback

7. Please describe your level of satisfaction with the following aspects of the Pro Shop at the club. *

Mark only one oval per row.

| | Highly Dissatisfied | Slightly Dissatisfied | Neutral | Slightly Satisfied | Highly Satisfied | N/A |
|------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Hours of operation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Merchandise selection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stringing services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness of staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prices | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Director Traits

8. What are the most important attributes to consider when evaluating candidates for the position of Tennis Director at the club?

9. What, in your opinion, should be the primary focus for the new Tennis Director at the club?

Follow-up

10. If you would like to submit your email address so that we can follow-up on your responses, please do so here.

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