



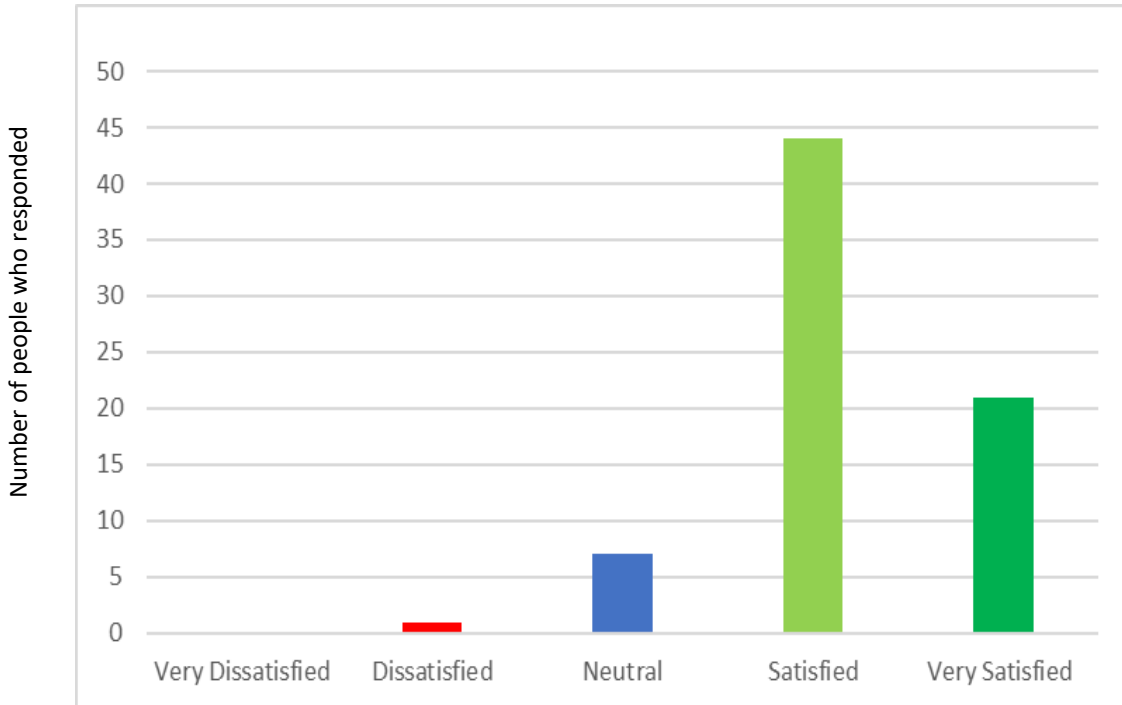
London Scottish Golf Club Members Survey 2024

Survey conducted February 2024

73 respondents

How Satisfied are you with your membership of LSGC?

89% of members are satisfied with their membership



Positive comments

Members frequently commented that the club was extremely friendly and welcoming with a great atmosphere in the bar.

People appreciated the history of the club and really liked the lay out of the golf course.

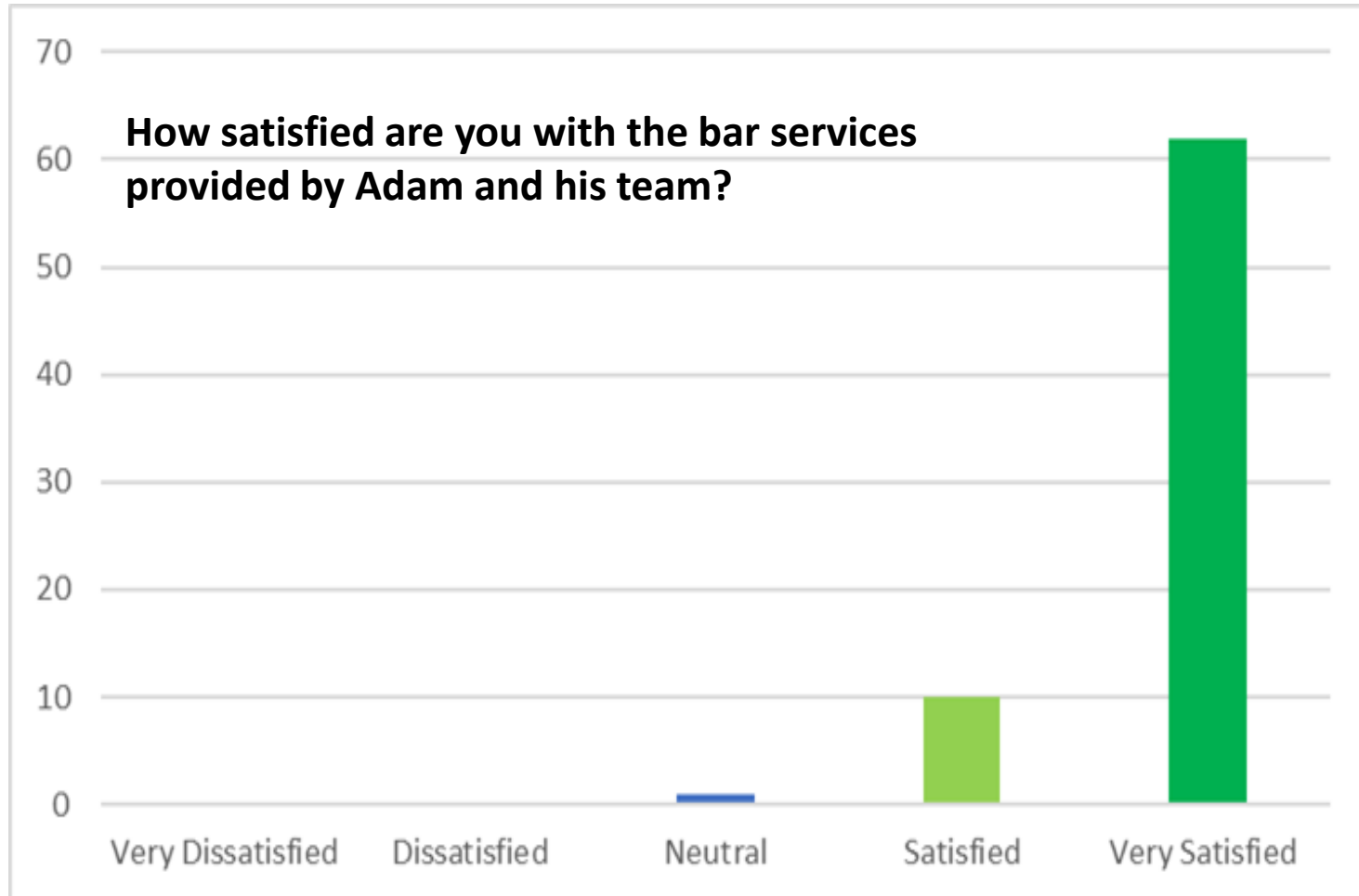
Many commented that it was great value for money.

Others commented on how good the location was.

Some people commented on the restrictions placed on the course by the Conservators and a lack of warm up facilities.

Bar Services

99% of members are satisfied with bar services



Summary

Almost unanimous satisfaction across the membership for bar services.

Nearly everyone finds the bar to be a friendly and welcoming place to be with good beer and good at very reasonable prices.

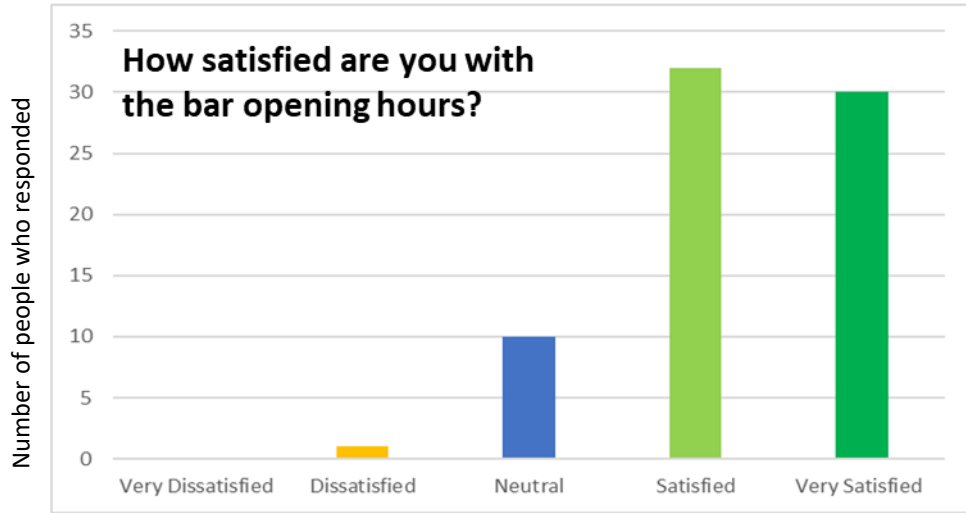
The only recurring improvement request is for healthier food options.

99% of members were satisfied with opening hours, drinks and the welcome they received.

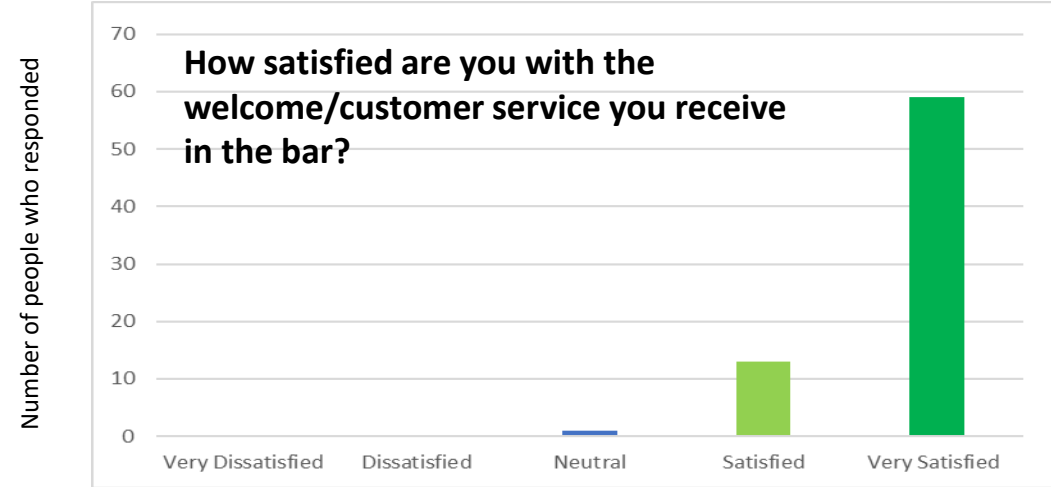
90% were satisfied with food.

Bar Services

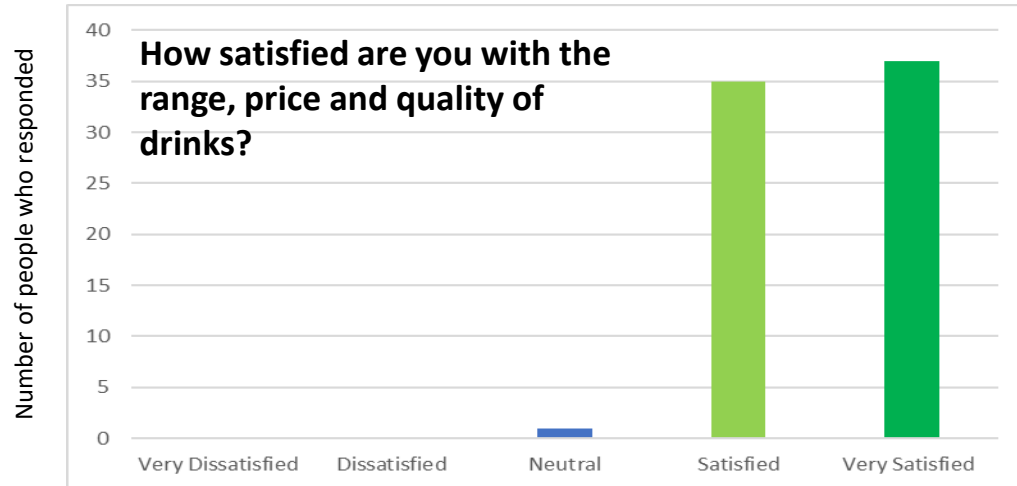
99% of members are satisfied with opening hours



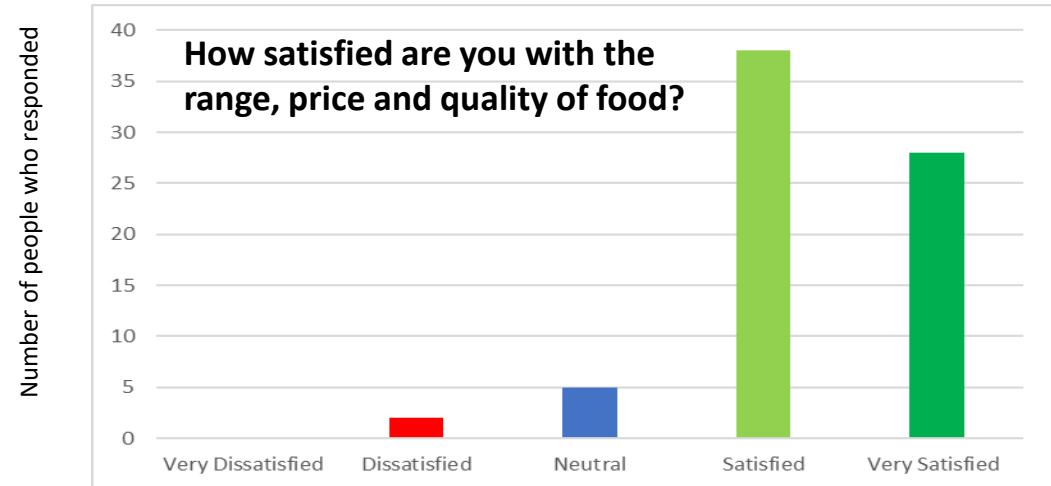
99% of members are satisfied with their welcome



99% of members are satisfied with the range, quality and price of drinks

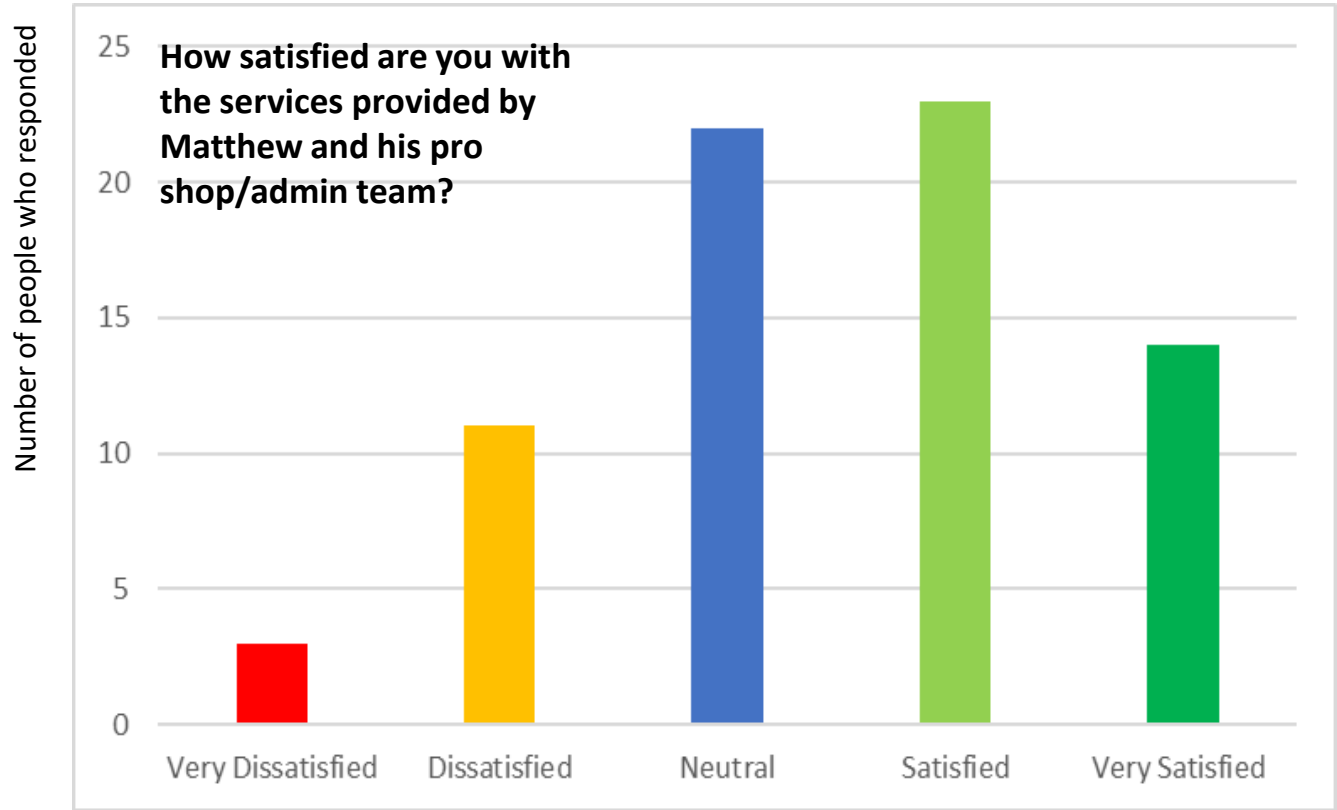


90% of members are satisfied with the price and quality of food



Pro Shop Services

51% of members are satisfied with pro shop services



Comments

Most members were satisfied with the pro shop services.

Members wanted to have a warmer welcome for members and visitors.

Clearer access to the amount of shop credit winnings as part of the competitions.

Better organisation and timeliness of knockout competitions.

Leaderboards and the website updated faster.

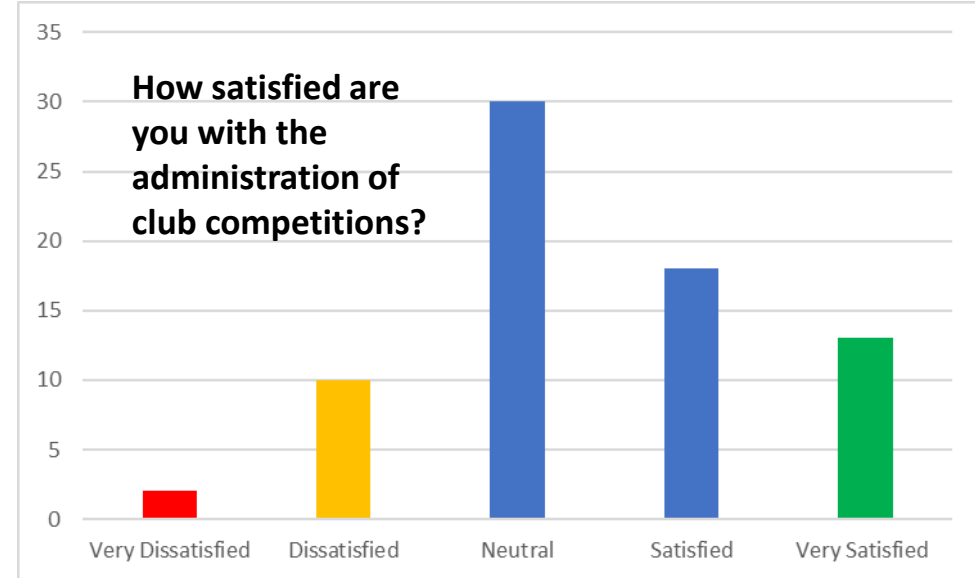
Mixed views on shop range and prices

Pro Shop Services

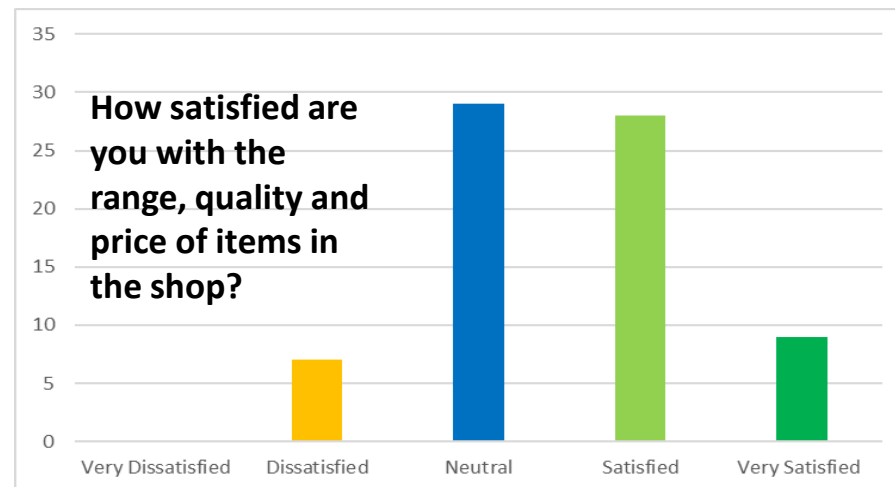
62 % of members are satisfied with their welcome



42 % of members are satisfied with the administration of club competitions

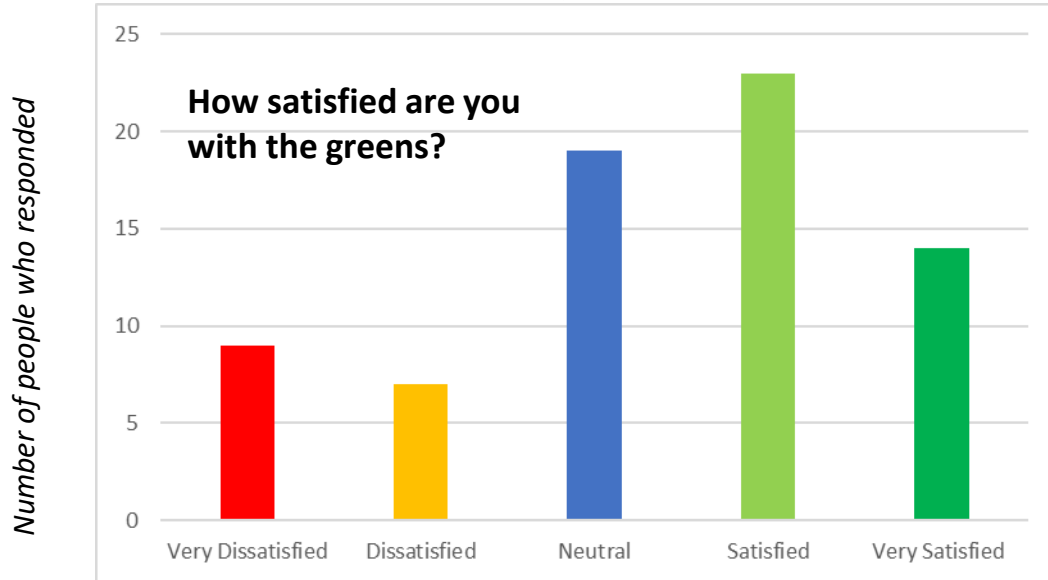


51 % of members are satisfied with the items in the shop

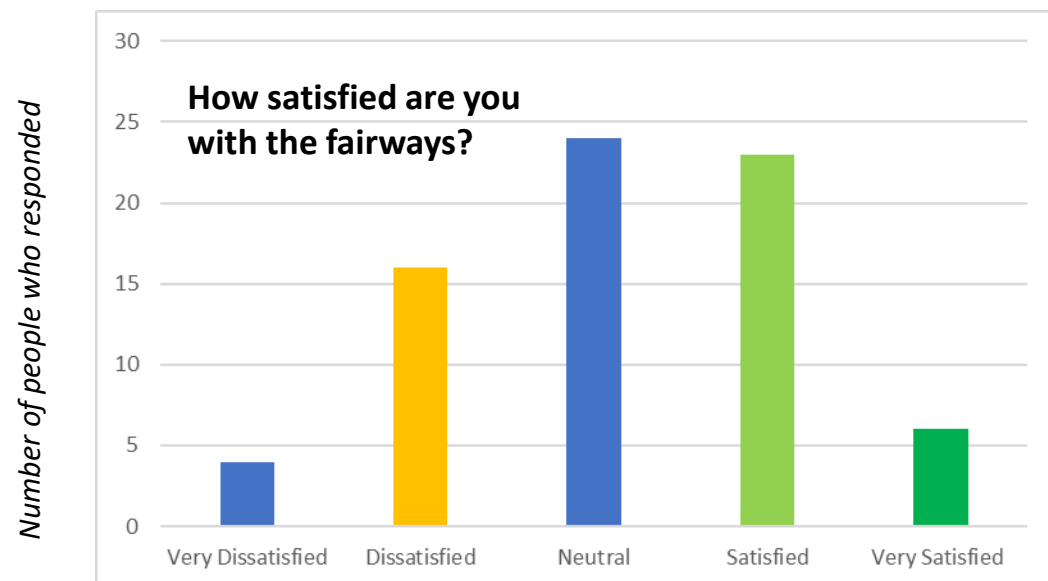


Golf Course

51% are satisfied with the greens



51% are satisfied with the fairways



Comments

Members commented that the greens and fairways had suffered significantly from the intense rainfall which we've experienced this winter.

People were especially concerned about the condition of the 2nd and 16th greens.

However nearly all comments appreciated that Ian and his team were doing their best in difficult and challenging circumstances.