

Tennis Program Survey

THE AMERICAN CLUB

As we are committed to continuously improve our service at the Tennis Department and the quality of the Tennis Program, we would greatly appreciate if you could take a few minutes to give us your feedback.

Name (optional): _____ Member No. (optional) _____

Group Level: _____ / Private Lesson (please circle).

Tennis Instructor(s): _____

About the Service:

Please rate the following:

- How do our prices compare to industry standards in Singapore? (Circle one)

Excellent **Satisfactory** **Poor**

- How do our Tennis Instructors fare as compared to industry standards in Singapore? (Circle one)

Excellent **Satisfactory** **Poor**

- How would you rate the "value for money" aspect compared to industry standards in Singapore? (Circle one)

Excellent **Satisfactory** **Poor**

Additional comments regarding the program: _____

About the Tennis Instructor:

Please rate the following; 5 being fantastic, 1 being unsatisfactory.

(circle one)

Fantastic

Unsatisfactory

• Punctuality	5	4	3	2	1
• Friendliness/approachability	5	4	3	2	1
• Rapport developed with you/ your child	5	4	3	2	1
• Program structure	5	4	3	2	1
• Safety within the lessons	5	4	3	2	1
• Program enjoyment	5	4	3	2	1

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Any additional comments you wish to add about your tennis instructor? _____

Overall, in your opinion, what is the most positive aspect of you/your child's tennis experience?

List 3 areas where classes can be improved: _____

Our current, active tennis player base represents approximately 4% of The Club's population (about 450 members). With only 3 double and a single courts, providing access for Members who want lessons, social play or events can be challenging. In trying to achieve this balance, we have made numerous adjustments over the years to reduce lessons and open courts for social play, especially on weekends. We are interested to hear your experience; please give a rating for each of the questions below, with 5 being fantastic and 1 being unsatisfactory.

	Fantastic			Unsatisfactory	
• The booking of courts for social play during the weekdays	5	4	3	2	1
• The booking of courts for social play during the weekends	5	4	3	2	1
• The accessibility to courts for lessons	5	4	3	2	1

• The frequency that I play at The Club is dependent on how accessible the courts are to me

Agree Disagree Indifferent

Other comments: _____
