

Reciprocal Club Feedback Form

We'd like to hear about your experience of your recent reciprocal club visit. Kindly complete this feedback form and drop it off at the Concierge Desk or the Membership Office. Thank you.

Please state the Reciprocal Club that you visited.

Country: _____

Club: _____

Date Visited: _____

1. Rate your experience at the front desk

Unsatisfactory

1

2

3

4

Fantastic

5

2. Did you dine at any of the restaurants in the club?

Yes

No

**Please skip Q3 if you circled 'No'*

3. Rate your dining experience at the club

Unsatisfactory

Menu selection/variety

1

2

3

4

Fantastic

5

Food quality

1

2

3

4

5

Beverage quality

1

2

3

4

5

Presentation of food & beverage

1

2

3

4

5

Decor and ambiance of restaurant

1

2

3

4

5

Value for money

1

2

3

4

5

4. Rate the amenities at the club

Unsatisfactory

Cleanliness of the club

1

2

3

4

Fantastic

5

Security

1

2

3

4

5

Availability of recreational facilities

1

2

3

4

5

Condition of recreational facilities

1

2

3

4

5

Furnishings

1

2

3

4

5

5. Rate the quality of service at the club

	Unsatisfactory				Fantastic
Knowledge of staff	1	2	3	4	5
Responsiveness of staff	1	2	3	4	5
Friendliness of staff	1	2	3	4	5

6. Rate the accessibility of the club i.e. convenience of location

	Inaccessible			accessible	
	1	2	3	4	5

7. What did you enjoy most during your visit at the club?

8. Would you recommend the club to other Members?

Yes No

9. Additional comments:

Member Name: _____
Membership Number: _____

Thank you for taking your time to complete this feedback form.

