

SEAL BEACH TENNIS CENTER SURVEY - 2014

Thank you for taking the time to complete this survey on the Seal Beach Tennis Center. Brenda Danielson is interested in learning the opinion and suggestions of our SBTC members. Please return your completed survey by November 1, 2014 to Brenda Danielson.

Membership Type: Individual____Joint____Family____Junior____Fitness____PacSun____

Male____ Female____

How long have you been a member?

<1 year____ 1-4 yrs____ 5-10yrs____ 11-15yrs____ >16 yrs____

Age Group:

<24____ 25-34____ 35-44____ 45-54____ 55-64____ >65____

How do you rate the following aspects of the tennis facility?

(Where 1 is considered POOR and 5 is EXCELLENT)

	1	2	3	4	5
Tennis courts	_____	_____	_____	_____	_____
Clubhouse	_____	_____	_____	_____	_____
Pro Shop	_____	_____	_____	_____	_____
Gym/Fitness Center	_____	_____	_____	_____	_____
Locker Rooms	_____	_____	_____	_____	_____

How often do you and/or your family use the following:

	never	<once each month	1-2 times each month	2-3 times each month	3-4 times each month	5 or more times each month
Tennis courts	_____	_____	_____	_____	_____	_____
Gym/fitness center	_____	_____	_____	_____	_____	_____
Clubhouse	_____	_____	_____	_____	_____	_____
Locker Rooms	_____	_____	_____	_____	_____	_____

Rate the following services on a scale of 1 (strongly disagree) to 5 (strongly agree)

	1	2	3	4	5
The hours of the tennis club satisfy my needs	___	___	___	___	___
There is adequate availability of courts for members	___	___	___	___	___
The court reservation system is efficient/consistent	___	___	___	___	___
The Drop-In Drills are fun and instructional and I am satisfied with these drills	___	___	___	___	___
The tennis programs and events offered fulfill my needs	___	___	___	___	___
The Pro Shop carries the items I want to purchase	___	___	___	___	___

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Name a few items you would like to see available in the Pro Shop _____

Which tennis activities organized by the club have you recently participated in?

Private lessons _____
 Group lessons _____
 Drop in drills _____
 Club Tournaments _____
 None (please tell us why) _____

Please rate how likely you are to participate in the following activities in the upcoming year.
 (Where 1 is considered NEVER and 5 is considered ABSOLUTELY)

	1	2	3	4	5
<u>CLASSES:</u>					
Private tennis lessons with instructors	—	—	—	—	—
6 week group lessons with instructors	—	—	—	—	—
Drop-in drills	—	—	—	—	—
PickleBall	—	—	—	—	—
Cardio Tennis	—	—	—	—	—
Quarterly one hour clinics-volleys, serves	—	—	—	—	—
<u>Junior Programs</u>					
Tennis Academy	—	—	—	—	—
Friday Match Play	—	—	—	—	—
USTA Junior	—	—	—	—	—
<u>Club Tournaments</u>					
Singles	—	—	—	—	—
Doubles	—	—	—	—	—
Mixed Doubles	—	—	—	—	—
Father/Son	—	—	—	—	—
Mother/Daughter	—	—	—	—	—
Table Tennis	—	—	—	—	—
<u>Club Leagues</u>					
Pacific Sun	—	—	—	—	—
Hill and Canyon	—	—	—	—	—
WTT	—	—	—	—	—
USTA	—	—	—	—	—
Sundowners	—	—	—	—	—
<u>Tennis Ladder</u>					
Singles	—	—	—	—	—
Doubles	—	—	—	—	—

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	1	2	3	4	5
<u>Member Social Activities:</u>					
Pro Tour Grand Slam TV Parties (Australian Open, French Open, Wimbledon, US Open)	—	—	—	—	—
Super Bowl Party	—	—	—	—	—
Christmas Party	—	—	—	—	—
Palm Desert Getaway	—	—	—	—	—
Bunco Night	—	—	—	—	—
Poker Night	—	—	—	—	—
Seminars by guest speakers, various topics (travel, wine tasting, injury prevention)	—	—	—	—	—

Member Recreational Activities

Men's Night Tennis	—	—	—	—	—
Ladie's Night Tennis	—	—	—	—	—
Monthly Round Robins & Bar-B-Q	—	—	—	—	—
Friday Night Doubles	—	—	—	—	—
Sunday Afternoon Tennis Socials	—	—	—	—	—
Table Tennis Club/Ladder	—	—	—	—	—
Zumba Classes	—	—	—	—	—
Yoga Classes	—	—	—	—	—

Member Expansion

Open House	—	—	—	—	—
Member Referral Program	—	—	—	—	—

None (please tell us why)

Which Tennis Instructor(s) have you recently taken classes/lessons from?
(Please choose all that apply or provide a comment)

- Brenda Danielson_____
- Mickey Yelverton_____
- Kevin Garrett_____
- Brian Collison_____
- Ryan Blanchette_____
- Jim Moore_____

None (please tell us what if anything we could do to encourage you to take a class)

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Please rate the following aspects of our tennis coaches
(Where 1 is considered POOR and 5 is EXCELLENT, use instructor initials for multiple rating)

	1	2	3	4	5
Punctuality	—	—	—	—	—
Availability	—	—	—	—	—
Friendliness	—	—	—	—	—
Professionalism	—	—	—	—	—
Lesson Plan/Structure	—	—	—	—	—
Responsiveness	—	—	—	—	—

Would you recommend our tennis instructors to another member?

Yes _____

No _____ (please tell us why)

Would you be supportive of a cafe in the Clubhouse?

Yes _____

No _____

Are you willing to volunteer your time for any recreational/social activities?

Yes _____

No _____

Do you have any additional comments not addressed in the survey?

Optional:

Name: _____

Email: _____